S.T.A.M.P. User Manual

Smart Total Asset Management Program

The S.T.A.M.P. user manual provides a step by step guide on how to use the S.T.A.M.P. software in order to manage your customer's assets, to process repairs, and provide reporting.

The latest revision of this manual is located on the K+S web site, **https://quality.k-and-s.com**.

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Purpose

The S.T.A.M.P. user manual provides a step-by step-guide on how to use the S.T.A.M.P. software in order to manage your customer's assets, to process repairs, and provide reporting.

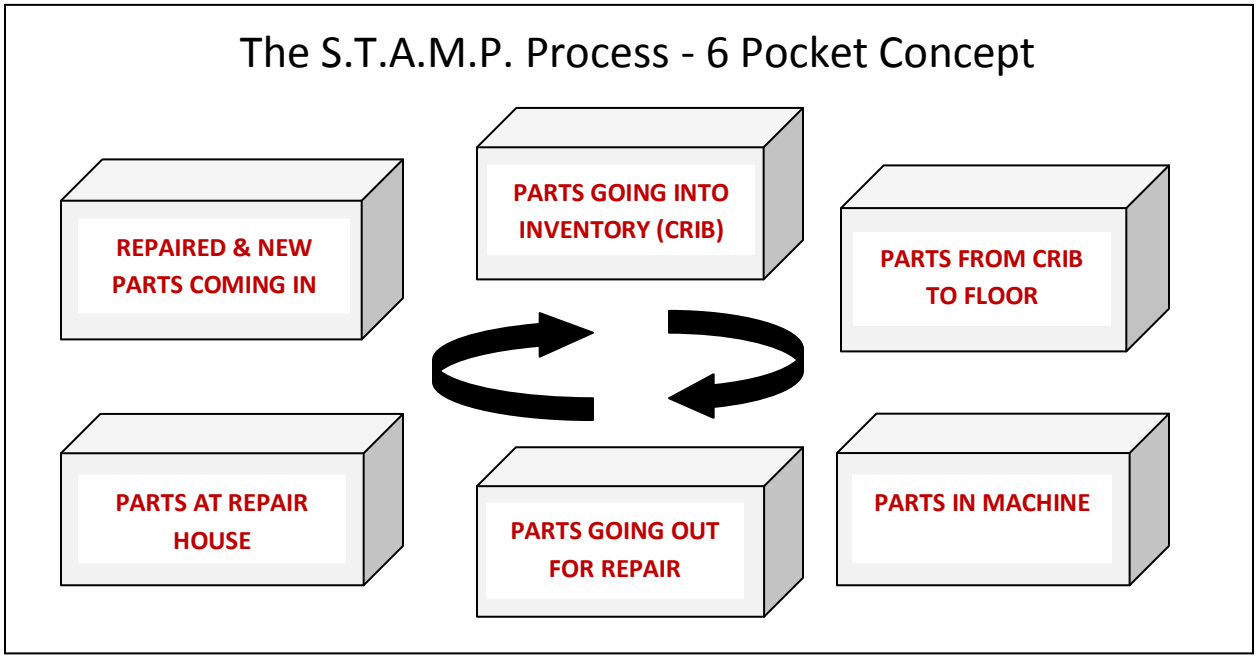
Scope

The S.T.A.M.P. database will be a valuable tool in performing your job as an Account Manager. When used properly, you will know the location of every repairable item that has been entered into the database. You will know how long it has been in service, if it has been repaired in the past, what the current warranty status of the part is, and a multitude of other information. The specific information you can learn about each part is detailed ahead. The S.T.A.M.P. program can save valuable time, tremendous effort, and can be a great resource at your disposal. Whatever data you put into this program must be accurate and complete. In the following pages you will see that you can provide almost limitless information and value to your customer.

The advice you should take with you throughout these lessons is:

- ENTER INFORMATION CAREFULLY
- ENTER ALL THE INFORMATION AVAILABLE TO YOU

The S.T.A.M.P database is based on the Six-Pocket Concept.


The S.T.A.M.P. Process - 6 Pocket Concept
REPAIRED & NEW PARTS COMING IN
PARTS GOING INTO INVENTORY (CRIB)
PARTS FROM CRIB TO FLOOR
PARTS AT REPAIR HOUSE
PARTS GOING OUT FOR REPAIR
PARTS IN MACHINE

Definitions

S.T.A.M.P. Basics

S.T.A.M.P. – Smart Total Asset Management Program

S.T.A.M.P. is used to manage a customer's repairable assets, be they new, used or repaired. It maintains a record of the customers' inventory and tracks repairs using a custom software package.

Benefits of S.T.A.M.P. to the Customer:

- "24/7" customer support for spares management and repair process
- Supplier consolidation, management and reporting
- Warranty tracking on all repairable assets
- Historical and real time data for each repairable asset
- Information to aid in predictive and preventative maintenance
- Customer defined cost savings
- Assistance with proper in-service to spares ratios
- Identification of excess and obsolete equipment

S.T.A.M.P. ID (Asset Tag) – A sticker/tag attached to an asset for identification purposes. The asset tag has two identifiable parts to it. The first part consists of a 2 to 5 letter prefix which represents the customer plant; second it has a 5 to 9 digit number after the letter prefix which is generated in sequential order. The combination of letters and numbers cannot exceed 12 characters.

The asset tag number is generated by the Account Manager. Also, the Account Manager affixes the tag to the asset in an area that is close to the model tag. For electronic items, please be sure to avoid placing the tag on any components that might be removed (e.g. PROMs, solder traces, batteries and other related material). For motors and hydraulics, brass tags, paint pens, and engravers can be used to identify the part. This is to avoid losing the S.T.A.M.P. ID tag due to heat and/or liquid contamination. ***All parts going in and out of inventory require a S.T.A.M.P. ID.***

Repair Order Number (RO) – Number assigned to the customer's part to track it through the repair transaction.

Inventory Control Card – A card that signals that an asset has been put into service. It is the responsibility of the customer to fill out the inventory control card envelope with the name, department/location, and machine name/number and drop off the inventory control card and envelope to the K+S Services Account Manager in order to change the status and location of the part.

Order Type Information

Order Type – Defines who is repairing the part and at who's direction.

There are two main Order Types, Tiered and Non-Tiered. They are defined as follows:

- Tiered – A repair whose repair provider is directed by the customer
- Non-Tiered – A repair whose repair provider is not directed by the customer

For shipping & billing purposes, Customer directed (Tiered) and Non-directed (Non-Tiered) orders are broken down further into 7 order types:

1. **Customer Direct** - Repair that is directed by the customer. The customer determines the repair vendor and the part(s) are shipped directly to the repair vendor.
2. **Direct Partner** - Partner of K+S (K+S has a written agreement with). Item may be shipped directly from the plant or to a K+S Facility and then to our partner. E.g. Threadcraft, Detroit Air & Electric.
3. **K+S Direct -** Repair that is directed by the customer that is received at a K+S Facility first and then shipped to the vendor.
4. **K+S Inside** – Non-Tiered repair performed by a K+S technician at a K+S facility.
5. **K+S Inside Partner** – Non-Tiered repair performed by a technician at a company that is owned by K+S. E.g. Beech Services, Kennedy Repair Service, Superior Spindle Service, Aztecnology, MSRP.
6. **K+S Partner (OSS)** – Non-Tiered repair that is sublet to a qualified repair source or OEM. This occurs when K+s cannot perform the repair or testing of a part due to unavailability of parts, prints, or testing capabilities.
7. **Customer Vendor –** Tiered Repair where K+S does not issue a purchase order to the vendor. It is the customer's responsibility to pay the vendor directly.

Priority – Classification of urgency of the repair.

There are three priority options:

Normal - Standard turnaround time.

Rush – Expedited turnaround time. (No Spares in-stock or High Usage Item(s) may create an out-of stock situation)

Emergency – Urgent situation, required turnaround time is immediate. (Machine Down, production has been decreased or stopped, or is in imminent danger of stopping)

Service Type Information

Service Type – Type of work done for the customer.

There are 19 service types:

1. Calibrate – Test and adjust the accuracy of the measuring instrument.
2. Consignment Repair – A repair of an item that is part of a K+S run consignment program. K+S owns this part that is stored on-site at the customer's plant and is not paid for until the customer uses it.
3. Core Repair & Store in Warehouse – Repair motor and store in K+S warehouse. (Note: Only for customers engaged in the motor management program).
4. Core Repair & Return to Plant – Repair motor and return to plant. (Note: Only for customers engaged in the motor management program).
5. Customer Supplied Material – Material supplied to K+S Services by the customer to help +with the repair or testing of another unit.
6. Exchange – Receive a customer part and exchange it with a new or other repaired part.
7. Evaluation Fee – Fee charged for evaluating a part for repair.
8. Motor Pool Delivery – Delivery of a motor that belongs to the plant.
9. Motor Stock Delivery – Delivery of a motor that belongs to K+S or another customer.
10. Purchase New – Buy a new part.
11. Recertify – Test part without repair for a fee.
12. Repair & Calibrate – Restore broken or damaged part and calibrate.
13. Repair – Restore broken or damaged part.
14. Return Not Repaired – Return the part not repaired to the customer as per their request.
15. Repair Not Tested – Repair but do not test part.
16. Scrap – Unit is discarded at vendor location.

17. Service Call – An engineer or technician visits the customer's plant for purposes of trouble shooting equipment or providing technical support.
18. Warranty Repair – A repair that meets the warranty terms and conditions and will be repaired at no cost to the customer.
19. Warranty Exchange Agreement – A repair that meets the warranty terms and conditions and the part is exchanged for new or rebuild rather than repaired, at no cost to the customer.

Repair Status Information

Repair Status – Stage of an order.

There are 7 repair statuses (in order):

1. Pending Shipment – A part that is waiting to be shipped. (Default status before summary shipper is created.)
2. Shipped Not Quoted – A part that has been processed as being shipped to the vendor or K+S. (Default status once summary shipper has been created.)
3. Quoted Not Approved – Part that has been quoted to the customer and waiting for customer disposition. (Status updates automatically once quote date has been entered.)
4. Approved Not Returned – An order has been approved by the customer. (Status updates automatically once disposition date has been entered.)
5. Disapproved – A quote has been disapproved by the customer and the part has been requested to be Return Not Repaired or Scrap. (Repair status must be manually changed to Disapproved and the Service type must be manually changed to reflect Return Not Repaired or Scrap.)
6. Returned – A part that has been returned to the plant. (Status updates automatically once return date has been entered.)
7. Complete – An order has been filled and the part has been returned to plant. (Status updates automatically once invoice date and invoice number have been entered.)

Shipping Information

RMA/RGA/RA - A number issued by some vendors to track incoming material for repair evaluation.

RMA – Return Material Authorization

RGA – Return Goods Authorization

RA – Return Authorization

POD/Packing Slip#/Shipper# – A number assigned to the document used to return a part from the vendor back to the customer's plant. This document serves as a Proof of Delivery.

Repair Vendor Information

Repair Vendor –A repair source.

Vendor Contact – Is the contact person at the repair vendor.

K+S Services Corporate Locations & General Capabilities

World Headquarters - Southgate, Michigan	Electronics
Taylor Service Center – Taylor Michigan	Hydraulics & Mechanical
Atlanta Service Center – Atlanta, Georgia	Electronics
Kokomo Service Center – Kokomo, Indiana	Electronics & Motors
Lawton Service Center – Lawton, Oklahoma	Electronics & Motors
Rocky Hill Service Center – Rocky Hill, Connecticut	Electronics, Motors, Water Pumps
Oakville (MCS) Service Center – Oakville, Ontario	Electronics & Motors & Mechanical

K+S Inside Partners

Aztecnology Systems – Lincoln Park, Michigan & Union City, California	Electronics
Beech Services – Dearborn, Michigan	Motors
Kennedy Repair Service – Troy, Ohio	Weld Guns & Tip Holders
Superior Spindle Service – Taylor, Michigan	Spindles

Cost Savings Information

Cost Savings – Reductions in all or any portion of the costs of providing goods or services, relative to previous cost or cost avoided. Savings are incurred by the customer.

Cost Savings must be manually computed in S.T.A.M.P. This is calculated and entered at the time an order is approved. Below is a list of different Cost Saving Scenario's that can occur. You must find the best suitable scenario that fits your customer's defined cost savings categories and compute the savings and enter this information in the repair ticket screen. This will allow you to run Cost Savings reports for your customer. Only returned items will be computed in the Cost Savings report.

There are 8 Cost Savings Type:

1. Exchange vs. New – Part has been exchanged for a new or refurbished unit.
   [Cost Savings = Plant's Cost of New – Cost of Exchange Unit]
2. ID Excess Inventory Level – Plant disapproves a repair item is Scrap or Returned Not Repaired.
   [Cost Savings = Quoted Repair Cost]
3. No Problem Found – Part is sent in for repair and No Problem was Found with the unit. There is No Charge to the customer.
   [Cost Savings = Average Repair Cost] or [Cost Savings = Previous Repair Cost] (Average Repair Cost can be computed by using the Search Screen, Average Repair Cost Search)
4. None – No Cost Savings applicable for this transaction.
   [Cost Savings = 0]
5. Repair Differential – Part that has been repaired more than once.
   [Cost Savings = Previous Repair Cost – Current Repair Cost]
6. Repair vs. New – Part that is repaired.
   [Cost Savings = Cost of New – Current Repair Cost]
7. Warranty – A part has failed within the warranty period and is honored by the warranty provider. Repair Cost is $0.
   [Cost Savings = Price of New, Average Repair Cost, or Previous Repair Cost] based on customer's definition.
8. Consignment Repair – Consignment part that is repaired and returned to consignment stock.
   [Cost Savings = Cost of New – Current Consignment Repair Cost]

Warranty Information

Warranty - A guarantee on purchased goods that they are of the quality represented (workmanship and parts replaced) and will be replaced or repaired if found to be faulty.

Warranty Periods for each part is dependent on the order type and repair vendor. The warranty periods for each order type are as follows:

- Customer Direct - Vendor's warranty terms and conditions shall apply
- Direct Partner - Vendor's warranty terms and conditions shall apply
- K+S Direct - Vendor's warranty terms and conditions shall apply
- K+S Inside - 12 month In-Service warranty period
- K+S Inside Partner - 12 month In-Service warranty period
- K+S Partner (OSS) - Vendor's warranty terms and conditions shall apply

There are exceptions to the above and they are:

30 Day Limited Warranty Repairs apply to the following:

Hand tools, air tools, power tools, tooling, hoists, material handling equipment, probes, instrumentation, metering devices, calipers, indicators, and other similar items will be covered by a limited thirty (30) day warranty from the date of invoice.

Specific Limited Warranty Repairs apply to the following:

Spindles, Weld Guns and other similar types of products shall be covered by a *specific limited warranty* depending on the item's application. This warranty will be unique to the individual product and will be quoted on a repair-by-repair basis.

All warranties do not apply when "misuse, abuse, misapplication, physical damage, contamination, swapping of internal parts or components, or other outside influences not normally associated with proper operation of the repaired item are evident".

Warranty Type – Type of Warranty

There are 5 warranty types when updating warranty information:

1. OEM – Used for Original Equipment Manufacturer (OEM) repairs only.
2. OEM New – Used for new parts purchased from Original Equipment Manufacturer (OEM).
3. Repair - Used for all repair providers except, OEM repairs and K+S repairs that are eligible for a 12 month in-service warranty.
4. Unknown – Used for Customer Directed or K+S OSS repairs. (Warranty start date begins on date of shipment. You cannot use repair type because the system will prompt you for a warranty start date which you do not have. For an OEM new part you may simply not know the warranty provided and must leave the field as unknown).
5. None – Repair not eligible for warranty.

There are 2 warranty status's available to you when updating warranty information:

1. Active – When an assets warranty is currently being honored
2. Inactive – When an assets warranty will no longer be honored due to in-appropriations with the repair vendors policy/and or lapsed date eligibility.

Turnback (Fail On Install) - Any component that fails within 5 days of being installed and fails to meet the customers standards, *provided that the unit warranty has not expired*.

Note: A Turnback is a warranty with an 'Emergency' priority. It has an 'Emergency' priority due to the impact on plant production. It assists customers in determining a corrective action and reducing/eliminating machine downtime.

The Turnback is generated to:

- Define the problem at install.
- Communicate unit evaluation.
- Define a corrective action and/or obtain the root cause between the application and repair process.

This tool is instrumental in bridging the communication gap between the customer and K+S Services technicians.

Turn back Form - A form used to document a "Turn Back" occurrence at the customer. The DMAIC problem solving form is used by Sales & Op' to resolve 'Turnbacks'. DMAIC refers to a data-driven

quality strategy for improving processes. DMAIC is an acronym for five interconnected phases: **D**efine, **M**easure, **A**nalyze, **I**mprove, and **C**ontrol.

Customer Service Information

Customer Service Department – A department within K+S Services that processes all quotes, approvals, billing and addresses customer complaints. There are 6 Customer Service teams, segmented by customer base as follows; Chrysler, Ford, Tire & Miscellaneous, United Technologies, American Axle/ACH/NUMMI, and one team for all of our Non-Stamp customers called the Fix-It Sales team.

Customer Service Representative - A customer service representative interacts with customers and/or Account Managers to provide information in response to inquiries about products and/or services and resolves complaints. They communicate with customers through a variety of means—by telephone; by e-mail, fax, or by regular mail correspondence.

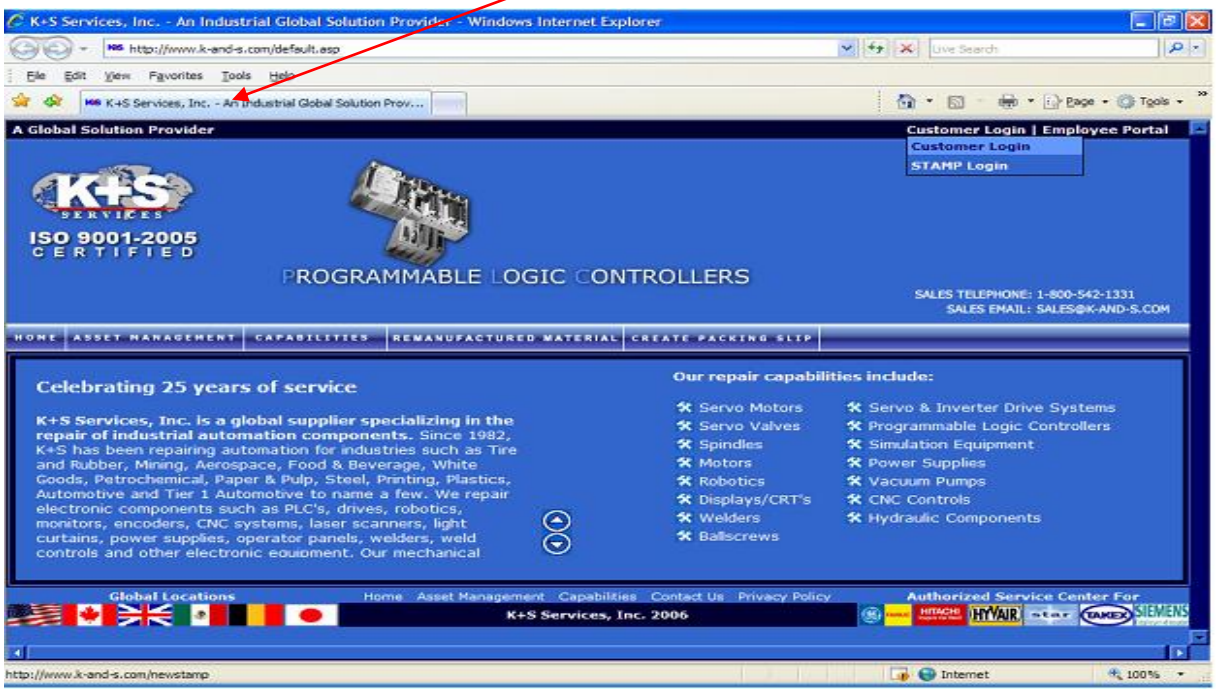
Other Services Provided by K+S

Motor Management Program – A program where the customer's non-critical motors are stored off-site, at a K+S warehouse, and the motors are delivered to the customer at the time of need. Through a web based inventory and call-out system the customer places an order and the motor is delivered to the customers' site. Note: Not all of K+S Services customers are engaged in the Motor Management program. For additional information on the Motor Management Program (MMP), please see the Motor management documentation which is separate from this document.

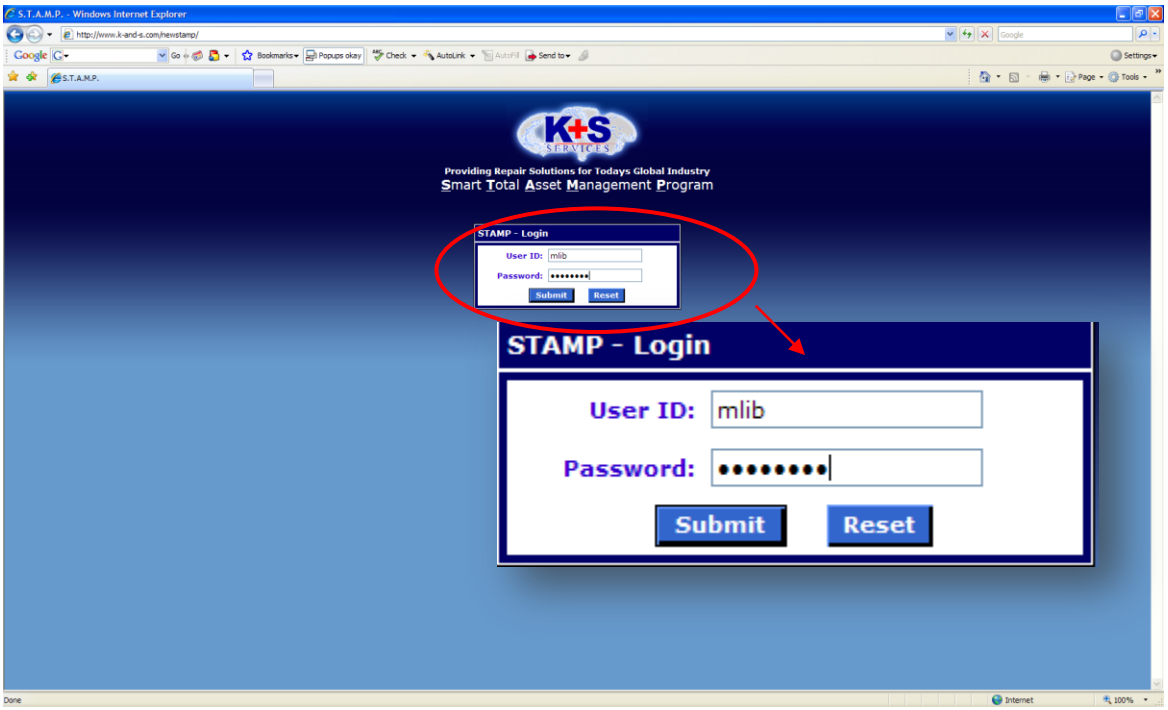
Up Front Engagement – A program in which K+S Services identifies and barcodes all repairable assets on a piece of new Capital Equipment. The resulting Bill of Material is then compared with the OEM supplied Bill of Material and Suggested Spares list, along with the plants current In Stock inventory and usage levels. Based on these comparisons K+S provides the customer with an alternate suggested spares list. The warranty information that is supplied by the OEM is then entered into the STAMP database to allow the Account Manager to capture all available warranties.

A. Initial Login Screen

a. Log into S.T.A.M.P. via K+S Services, Inc. web site, www.k-and-s.com. Under the **Employee Portal** heading, click on **S.T.A.M.P. Login**.


K+S Services, Inc. - An Industrial Global Solution Provider - Windows Internet Explorer
http://www.k-and-s.com/default.asp
File Edit View Favorites Tools Help
A Global Solution Provider
Customer Login | Employee Portal
Customer Login
STAMP Login
ISO 9001-2005 CERTIFIED
PROGRAMMABLE LOGIC CONTROLLERS
SALES TELEPHONE: 1-800-542-1331
SALES EMAIL: SALES@K-AND-S.COM
HOME ASSET MANAGEMENT CAPABILITIES REMANUFACTURED MATERIAL CREATE PACKING SLIP
Celebrating 25 years of service
K+S Services, Inc. is a global supplier specializing in the repair of industrial automation components. Since 1982, K+S has been repairing automation for industries such as Tire and Rubber, Mining, Aerospace, Food & Beverage, White Goods, Petrochemical, Paper & Pulp, Steel, Printing, Plastics, Automotive and Tier 1 Automotive to name a few. We repair electronic components such as PLC's, drives, robotics, monitors, encoders, CNC systems, laser scanners, light curtains, power supplies, operator panels, welders, weld controls and other electronic equipment. Our mechanical
Our repair capabilities include:
Servo Motors
Servo Valves
Spindles
Motors
Robotics
Displays/CRT's
Welders
Ballscrews
Servo & Inverter Drive Systems
Programmable Logic Controllers
Simulation Equipment
Power Supplies
Vacuum Pumps
CNC Controls
Hydraulic Components
Global Locations
Home Asset Management Capabilities Contact Us Privacy Policy
K+S Services, Inc. 2006
Authorized Service Center For
http://www.k-and-s.com/newstamp
Internet
100%

b. Enter in your User ID and password and hit **Submit**. If you are unsure what your user id and password are you can contact the K+S Helpdesk via telephone or e-mail.



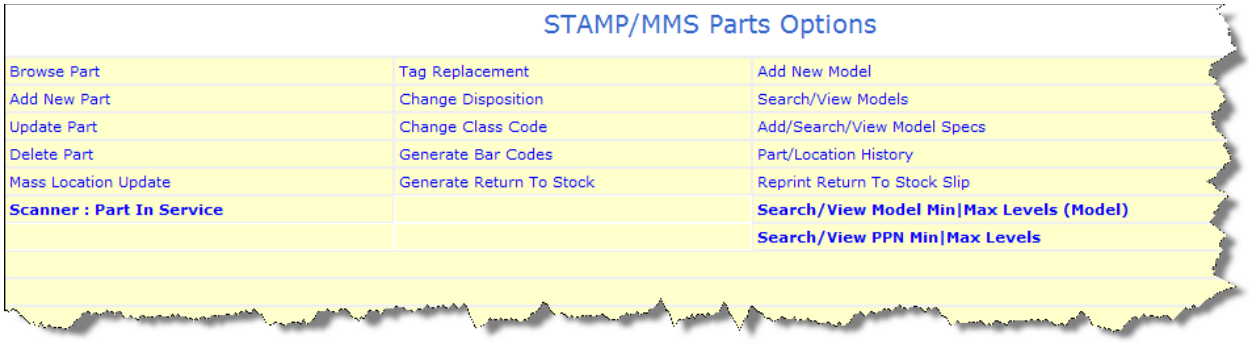
B. S.T.A.M.P. Dashboard (Welcome Screen)

a. Tabs

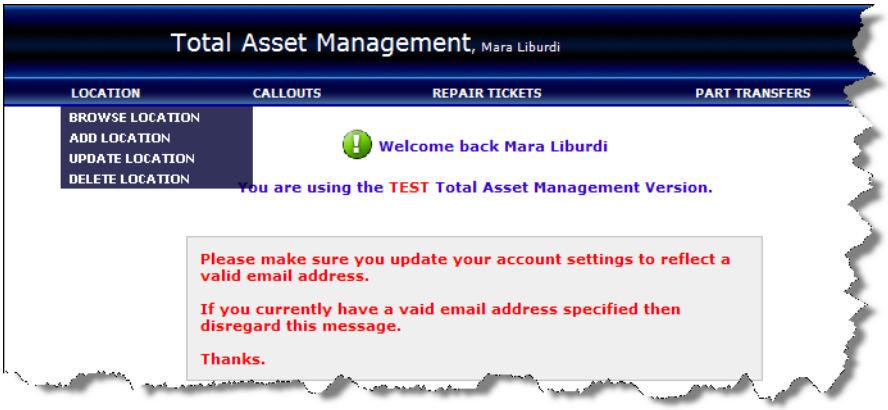
i. Welcome tab is used to bring you to the S.T.A.M.P. Dashboard.

ii. Admin tab is used for searching vendor and customer information in the system. It allows you to verify if the information already exists in the system before adding a part to the database.

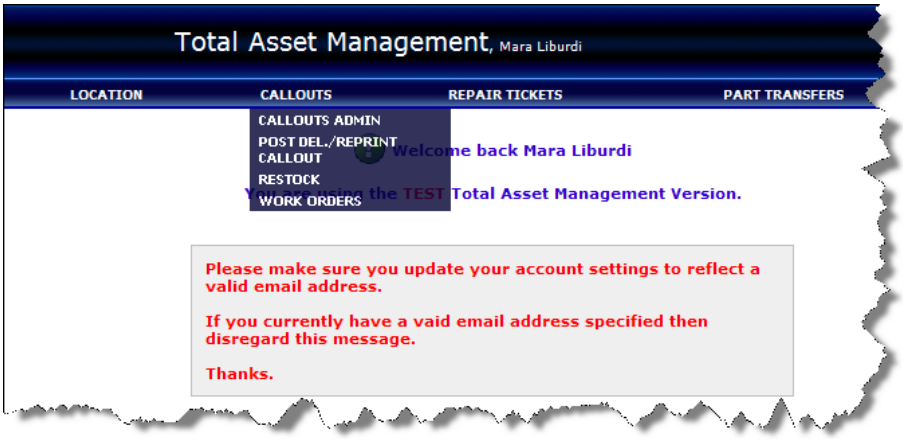
iii. Parts tab is used for various functions relating to the customers asset (part).



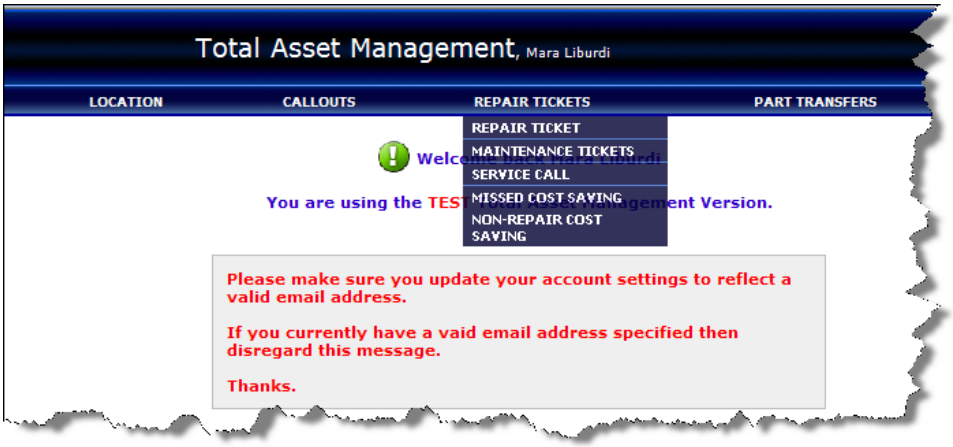
iv. Location tab is used browse, add, update, and delete a part location.


Total Asset Management, Mara Liburdi
LOCATION
CALLOUTS
REPAIR TICKETS
PART TRANSFERS
BROWSE LOCATION
ADD LOCATION
UPDATE LOCATION
DELETE LOCATION
Welcome back Mara Liburdi
You are using the TEST Total Asset Management Version.
Please make sure you update your account settings to reflect a valid email address.
If you currently have a vaid email address specified then disregard this message.
Thanks.

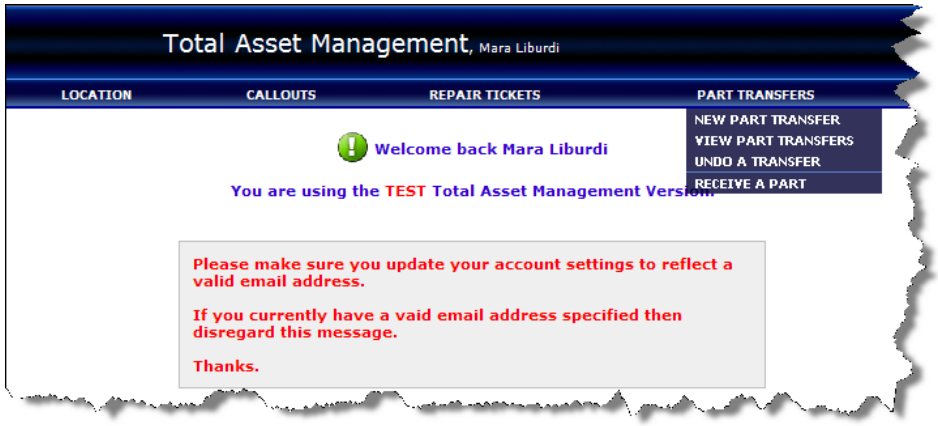
v. Callouts tab is used for customers that have a Motor Management Program with K+S Services. The Motor Management Program is a program for customers who choose to keep non-critical inventory off-site. K+S Services retains non-critical parts for the plant off-site and when needed a call-out is put in for the part and the part is delivered to the customer.



vi. Repair Ticket tab is used for creating, updating, and deleting a repair ticket. It is also used for creating and printing shippers and receivers.



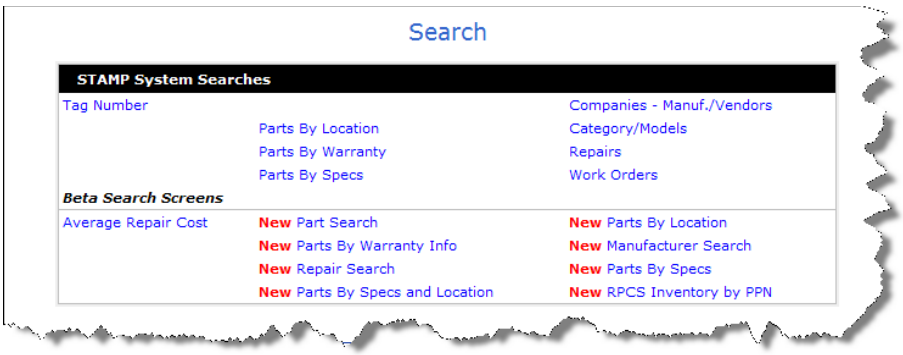
vii. Part Transfers tab is used for transfer of part ownership from plant to plant. You may also view, undo, and receive a part transfer.


Total Asset Management, Mara Liburdi
LOCATION
CALLOUTS
REPAIR TICKETS
PART TRANSFERS
NEW PART TRANSFER
VIEW PART TRANSFERS
UNDO A TRANSFER
RECEIVE A PART
Welcome back Mara Liburdi
You are using the TEST Total Asset Management Version.
Please make sure you update your account settings to reflect a valid email address.
If you currently have a vaid email address specified then disregard this message.
Thanks.

viii. Tests tab is used for the Motor Management program to facilitate and track periodic motor testing.

ix. Reports tab is used for accessing and printing out standard reports requested by the customer.

x. Search tab is used for obtaining part information.



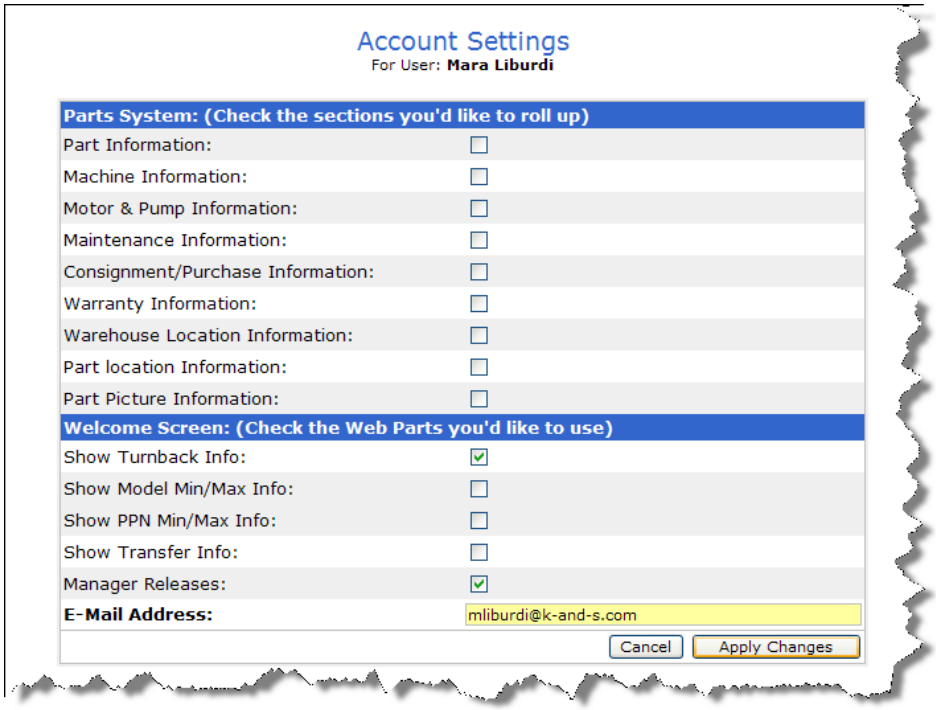
xi. Logout tab is used to log out of S.T.A.M.P., modify account settings, change password, and customer site login.

1. Modify Account Settings.

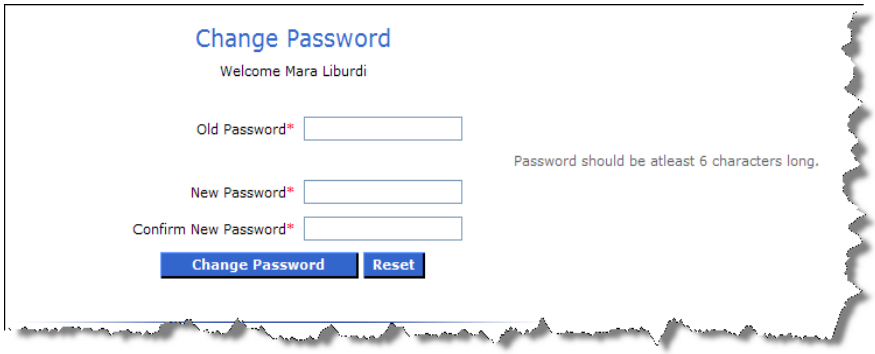
    a. Click Account Settings.

    b. Check or uncheck any boxes that are preferred.

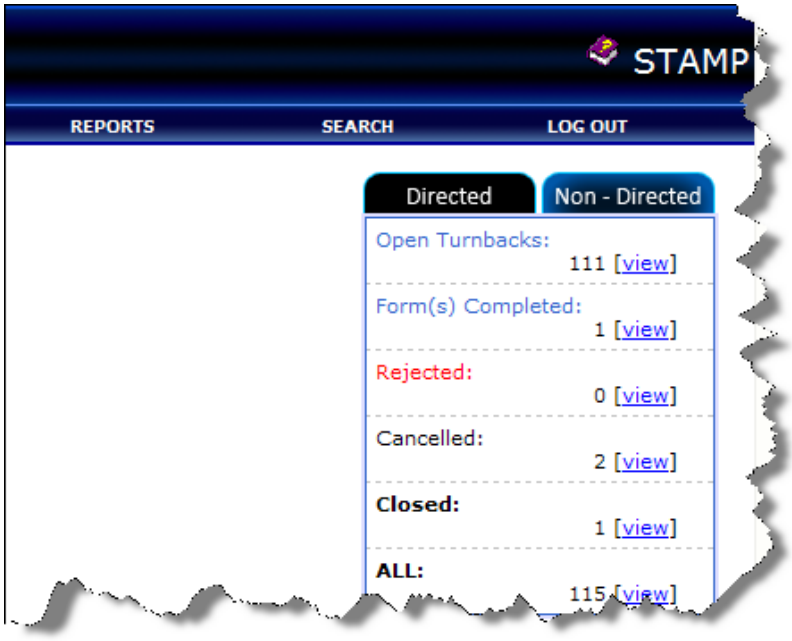
    c. Click Apply Changes.



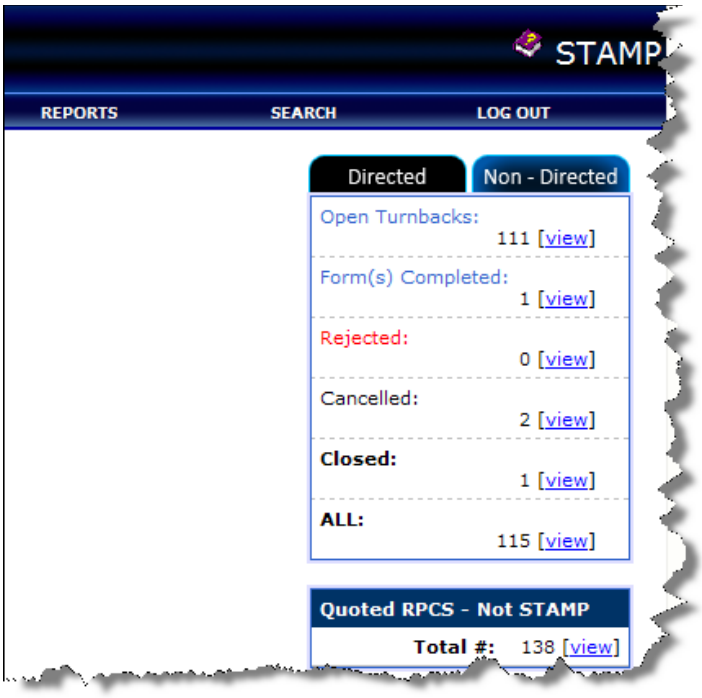
2. Password Change.



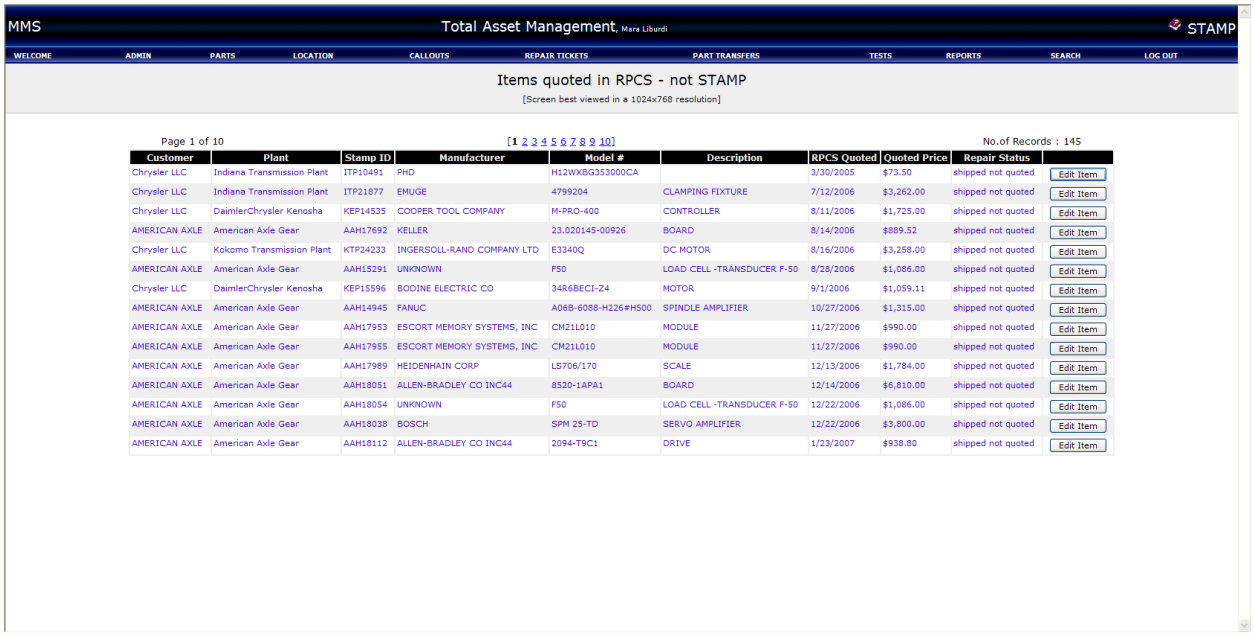
xii. Turnback dashboard is used for viewing, approving, rejecting, and closing Directed and Non-Directed Turnbacks.



xiii. Quoted RPCS – Not STAMP dashboard is used for notification of an item that has been quoted in RPCS and Not STAMPP.



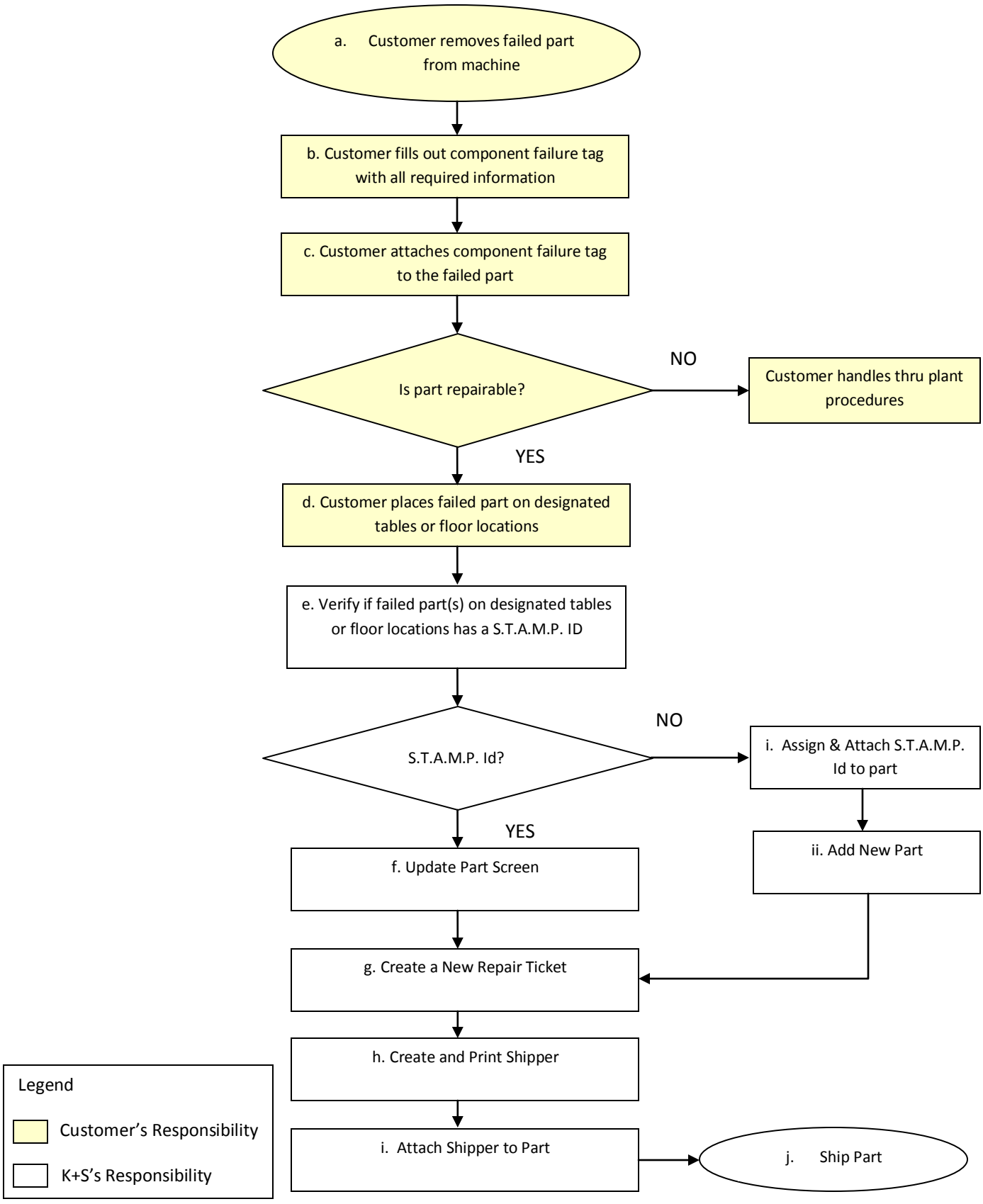
1. Click on View. (A list of all items quoted in RPCS but Not in STAMP will be displayed.)
2. Click on Edit Item. (This will direct you to the repair ticket to update accordingly.)


MMS
Total Asset Management, Mara Liburdi
STAMP
WELCOME ADMIN PARTS LOCATION CALLOUTS REPAIR TICKETS PART TRANSFERS TESTS REPORTS SEARCH LOG OUT
Items quoted in RPCS - not STAMP
[Screen best viewed in a 1024x768 resolution]
Page 1 of 10
[1 2 3 4 5 6 7 8 9 10]
No.of Records : 145
Customer | Plant | Stamp ID | Manufacturer | Model # | Description | RPCS Quoted | Quoted Price | Repair Status
Chrysler LLC | Indiana Transmission Plant | ITP10491 | PHD | H12WXBG353000CA | | 3/30/2005 | $73.50 | shipped not quoted | Edit Item
Chrysler LLC | Indiana Transmission Plant | ITP21877 | EMUGE | 4799204 | CLAMPING FIXTURE | 7/12/2006 | $3,262.00 | shipped not quoted | Edit Item
Chrysler LLC | DaimlerChrysler Kenosha | KEP14535 | COOPER TOOL COMPANY | M-PRO-400 | CONTROLLER | 8/11/2006 | $1,725.00 | shipped not quoted | Edit Item
AMERICAN AXLE | American Axle Gear | AAH17692 | KELLER | 23.020145-00926 | BOARD | 8/14/2006 | $889.52 | shipped not quoted | Edit Item
Chrysler LLC | Kokomo Transmission Plant | KTP24233 | INGERSOLL-RAND COMPANY LTD | E3340Q | DC MOTOR | 8/16/2006 | $3,258.00 | shipped not quoted | Edit Item
AMERICAN AXLE | American Axle Gear | AAH15291 | UNKNOWN | F50 | LOAD CELL -TRANSDUCER F-50 | 8/28/2006 | $1,086.00 | shipped not quoted | Edit Item
Chrysler LLC | DaimlerChrysler Kenosha | KEP15596 | BODINE ELECTRIC CO | 34R6BECI-Z4 | MOTOR | 9/1/2006 | $1,059.11 | shipped not quoted | Edit Item
AMERICAN AXLE | American Axle Gear | AAH14945 | FANUC | A06B-6088-H226#H500 | SPINDLE AMPLIFIER | 10/27/2006 | $1,315.00 | shipped not quoted | Edit Item
AMERICAN AXLE | American Axle Gear | AAH17953 | ESCORT MEMORY SYSTEMS, INC | CM21L010 | MODULE | 11/27/2006 | $990.00 | shipped not quoted | Edit Item
AMERICAN AXLE | American Axle Gear | AAH17955 | ESCORT MEMORY SYSTEMS, INC | CM21L010 | MODULE | 11/27/2006 | $990.00 | shipped not quoted | Edit Item
AMERICAN AXLE | American Axle Gear | AAH17989 | HEIDENHAIN CORP | LS706/170 | SCALE | 12/13/2006 | $1,784.00 | shipped not quoted | Edit Item
AMERICAN AXLE | American Axle Gear | AAH18051 | ALLEN-BRADLEY CO INC44 | 8S20-1APA1 | BOARD | 12/14/2006 | $6,810.00 | shipped not quoted | Edit Item
AMERICAN AXLE | American Axle Gear | AAH18054 | UNKNOWN | F50 | LOAD CELL -TRANSDUCER F-50 | 12/22/2006 | $1,086.00 | shipped not quoted | Edit Item
AMERICAN AXLE | American Axle Gear | AAH18038 | BOSCH | SPM 25-TD | SERVO AMPLIFIER | 12/22/2006 | $3,800.00 | shipped not quoted | Edit Item
AMERICAN AXLE | American Axle Gear | AAH18112 | ALLEN-BRADLEY CO INC44 | 2094-T9C1 | DRIVE | 1/23/2007 | $938.80 | shipped not quoted | Edit Item

xiv. Manager Releases is used for viewing and editing Manager Releases. A Manager Release is an approved quote without a valid PO from the customer.

1. Click on View. (A list of all Manager Released Items will be displayed.)
2. Click on Edit Item. (This will direct you to the repair tickets to update accordingly.)

Process Flow Chart - PARTS GOING OUT FOR REPAIR


a. Customer removes failed part from machine
b. Customer fills out component failure tag with all required information
c. Customer attaches component failure tag to the failed part
Is part repairable?
NO
Customer handles thru plant procedures
YES
d. Customer places failed part on designated tables or floor locations
e. Verify if failed part(s) on designated tables or floor locations has a S.T.A.M.P. ID
S.T.A.M.P. Id?
NO
i. Assign & Attach S.T.A.M.P. Id to part
ii. Add New Part
YES
f. Update Part Screen
g. Create a New Repair Ticket
h. Create and Print Shipper
i. Attach Shipper to Part
j. Ship Part
Legend
Customer's Responsibility
K+S's Responsibility

C. PARTS GOING OUT FOR REPAIR – Tag all failed parts pulled off machines and enter in database

a. Customer removes failed part from machine.

b. Customer fills out component failure tag with all required information. (Note: Each customer has a different component failure tag.)

c. Customer attaches failure component tag to failed part.

d. Customer places failed unit on designated tables or floor locations. (Note: Each customer has assigned drop off tables and/or marked/designated areas. Each plant manages inventory differently. Please find out how your respective customer handles out-going material.)

e. Verify if part has a S.T.A.M.P. Id. If the part has a S.T.A.M.P. Id, proceed to step f. ***Before assigning a new S.T.A.M.P. Id to an asset, run a search by its serial number to avoid duplication. In some instances S.T.A.M.P. Id's have either rubbed off or been removed.***

i. If no S.T.A.M.P. Id exists in database,

1. Assign a S.T.A.M.P. Id to the part.

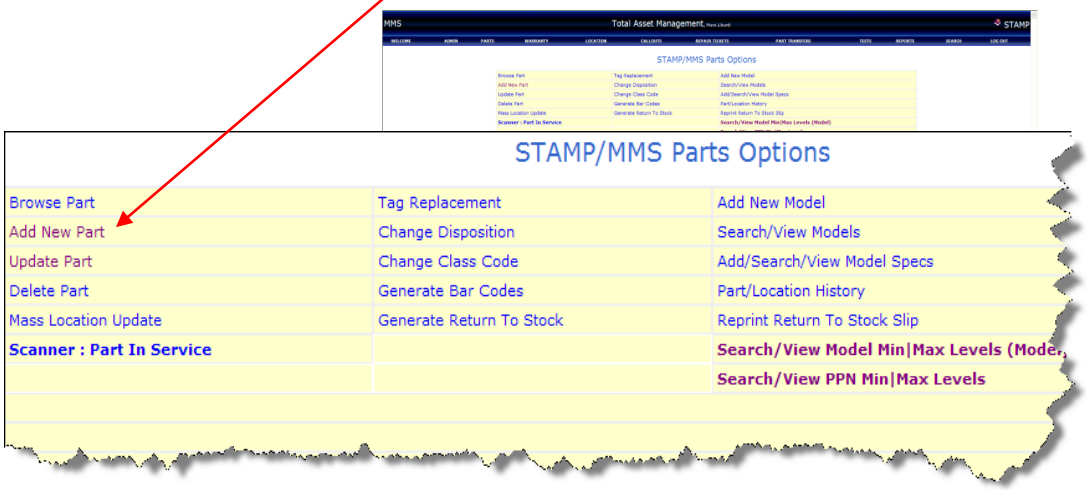
a. Use the next available S.T.A.M.P. Id sticker or metal plate.

b. Place S.T.A.M.P. Id as close to the model plate information on part. (Note: The closer the S.T.A.M.P. Id is to the model plate the easier it is to identify if the part has a S.T.A.M.P. Id.

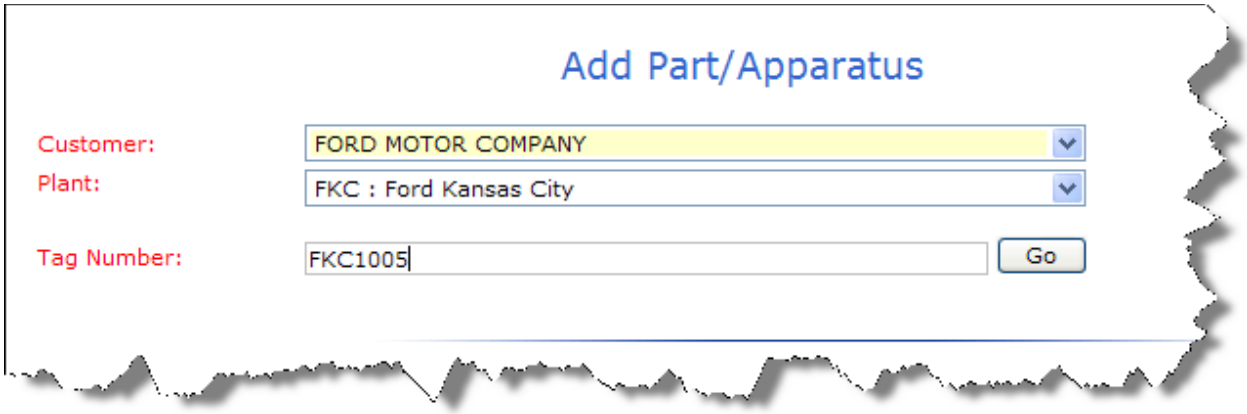
ii. Add New Part.

1. Click the **Parts tab** from the Home Page.

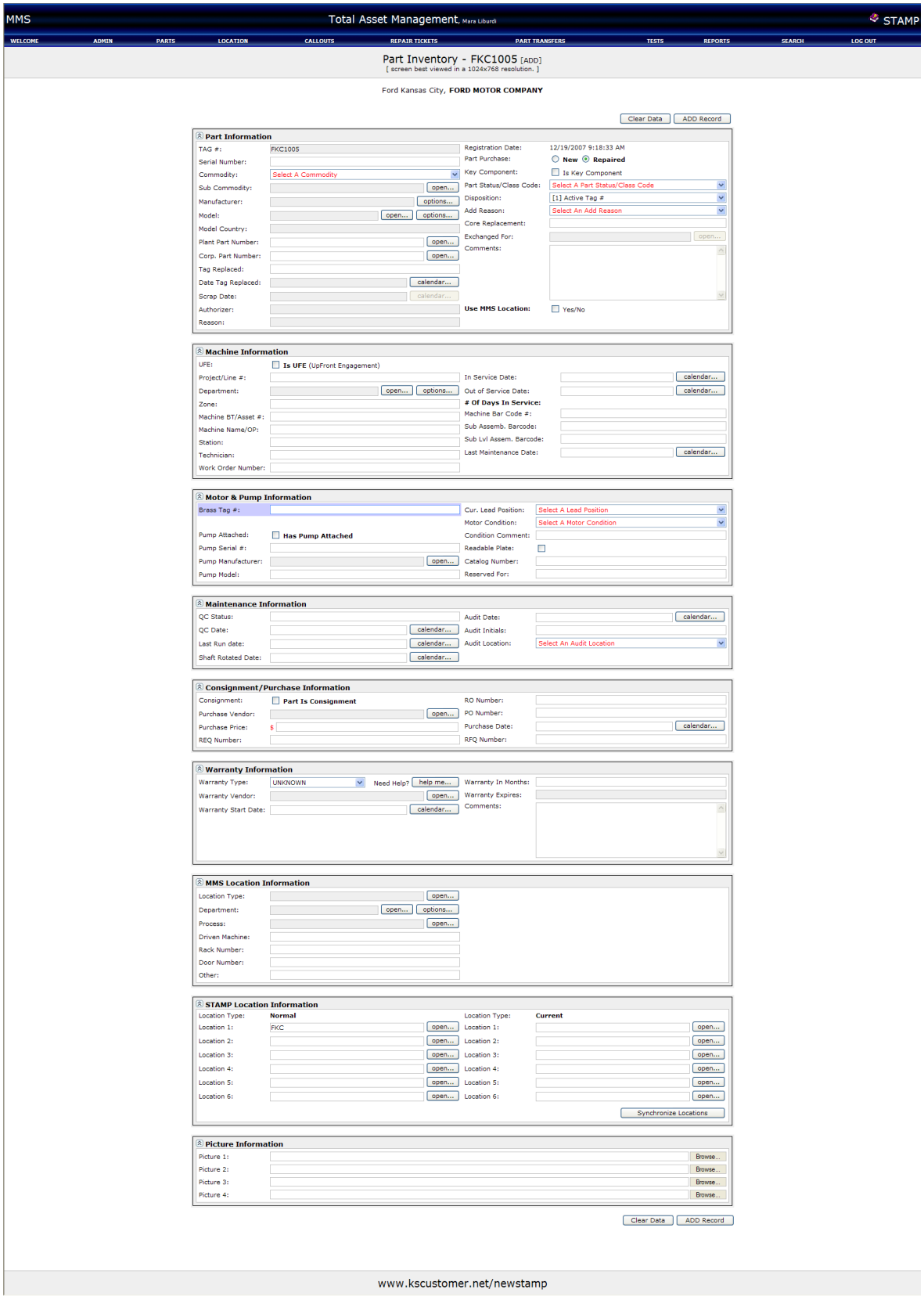
2. Click **Add New Part**.



3. Select **Customer Name**.
4. Select **Plant**.
5. Enter **Tag Number** (S.T.A.M.P. ID assigned in Step i.).
6. Hit **Enter** or Click **Go**.

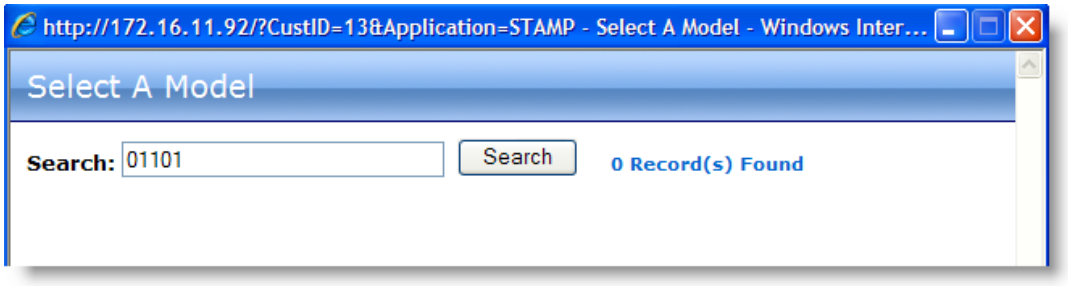


Part Inventory Sheet is displayed. Note: Need new screen shot after warranty update

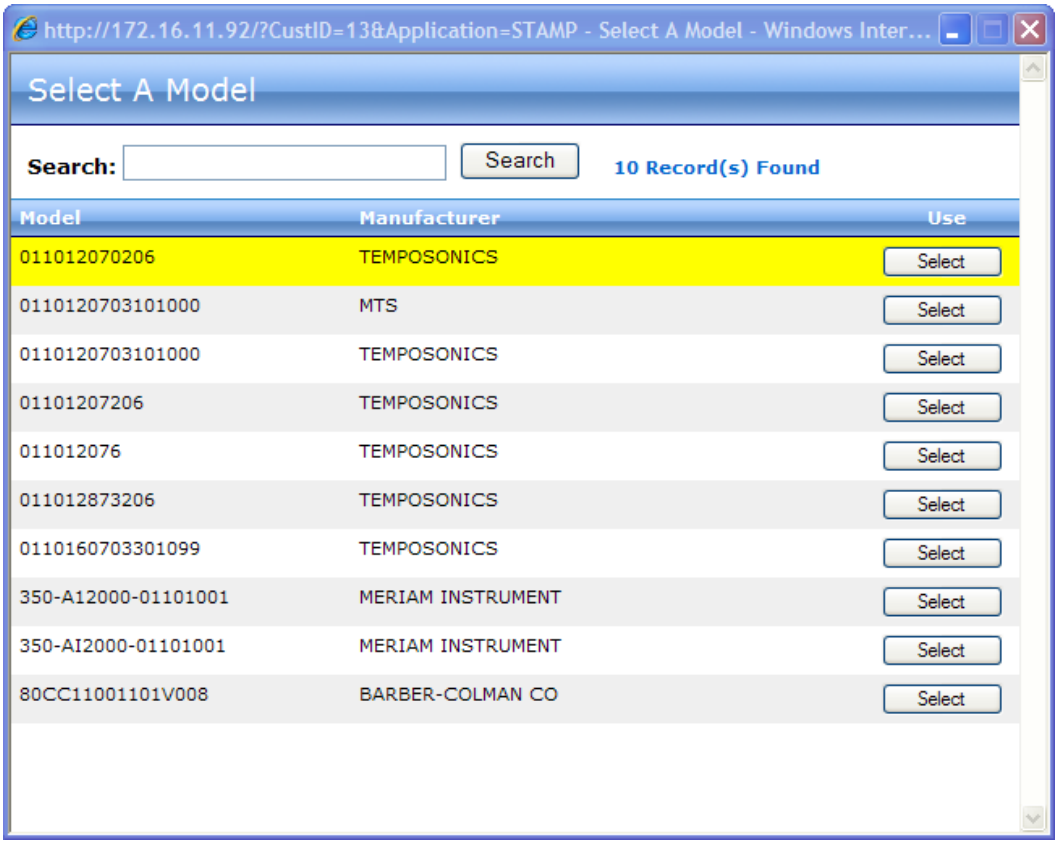


On the Parts Inventory page complete the following under Part Information:

7. Enter **Serial No**. ***Serial No.'s are a vital part of the information recorded. Serial No.'s like S.T.A.M.P. Id's, never change.***
8. Choose **Model No.**
    a. Click **Open**.
    b. Enter in the Model No.



    c. Click **Search.**
    d. Choose the correct part and hit **Select**.



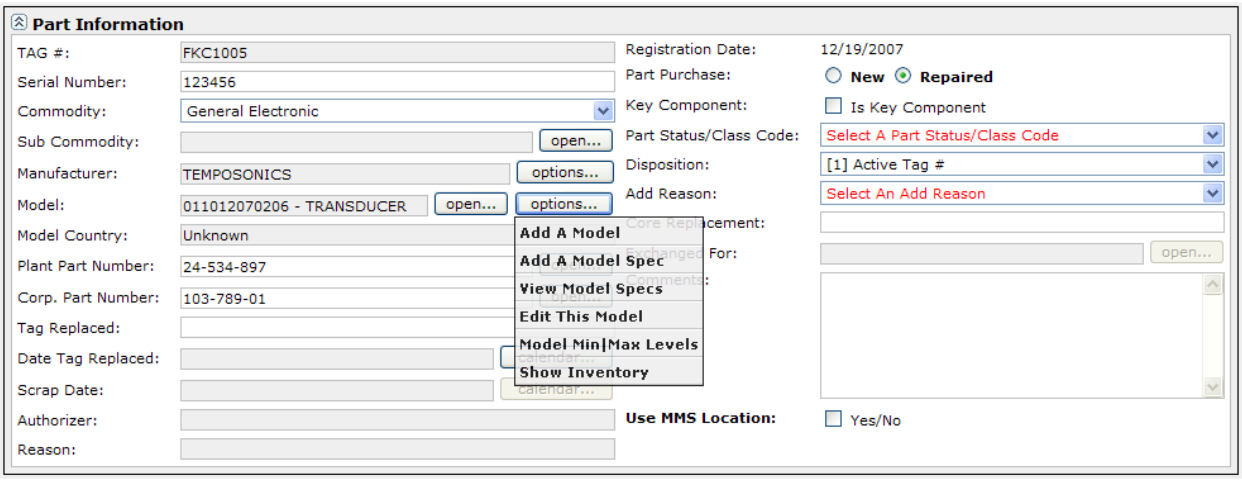
e. The **Commodity**, **Manufacturer**, **Model Country, Plant Part Number, and Corp. Part Number** will auto-populate.

   i. If any of these do not auto-populate fill in appropriate information.

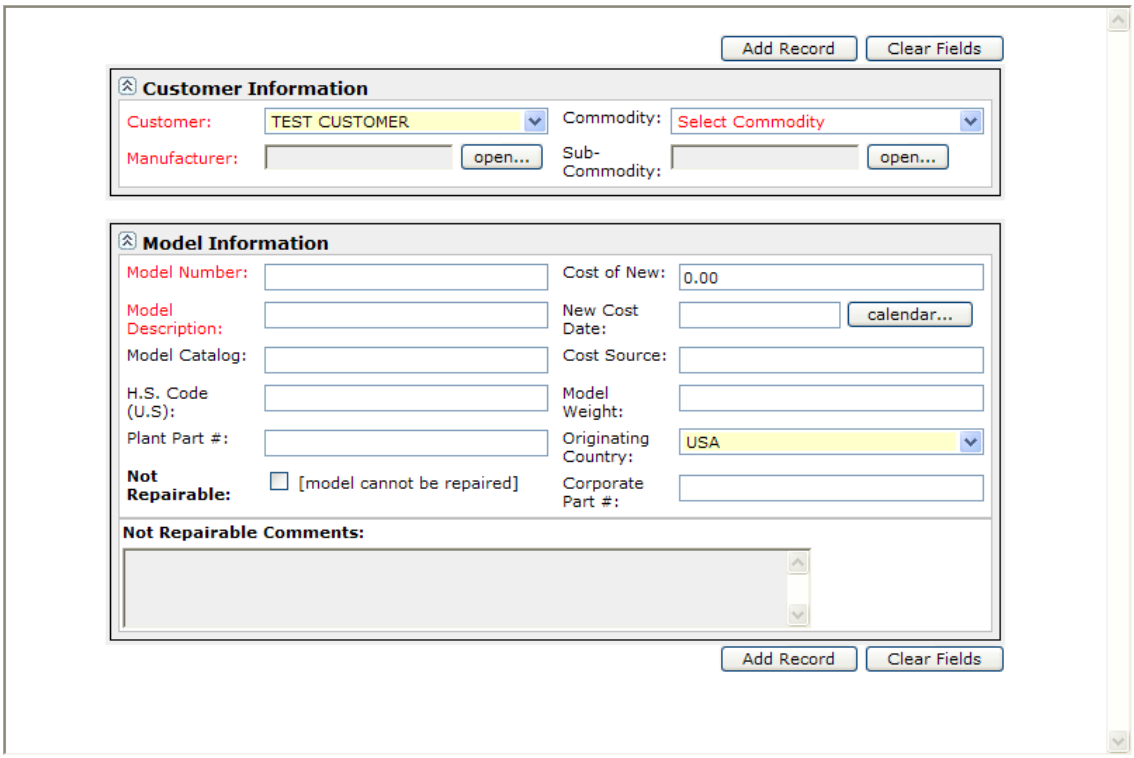
f. If a Model No. does not exist,

   i. Choose **Options** under Model.

   ii. Choose **Add a model**.



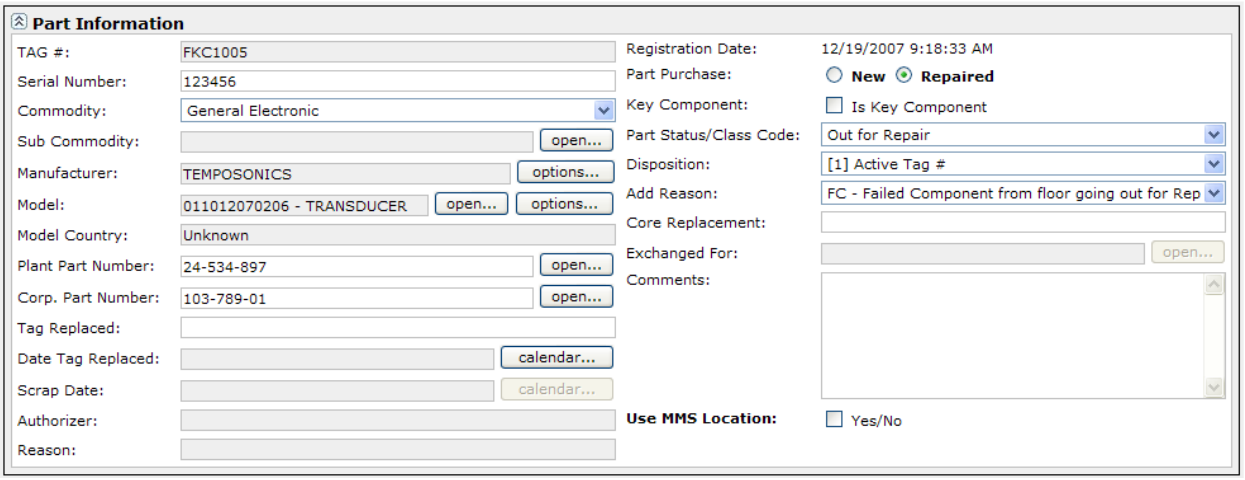
Add a Model Screen



a. Click on **Open** under **Manufacturer**.
b. Type in **Manufacturer's Name**.
c. Click Search.
d. Choose the appropriate Manufacturer from the list displayed.
e. Click **Select** beside the Manufacturer chosen.
f. Select a **Commodity**. Note: You must choose Commodities with [STAMP] in front. Otherwise, you will not be able to pull that particular part in the Part Screen. [MMS] is used for parts that belong to the Motor Management Program.
g. Choose a **Sub-Commodity,** if applicable.
h. Type in **Model Number**.
i. Type in **Model Description**.
j. Type in **Plant Part Number**.
k. Type in **Corporate Part Number**.
l. Fill out remaining fields if information is known. Note: The Not Repairable box and Comments should never be used when adding in a new model.
m. Click **Add Record**.

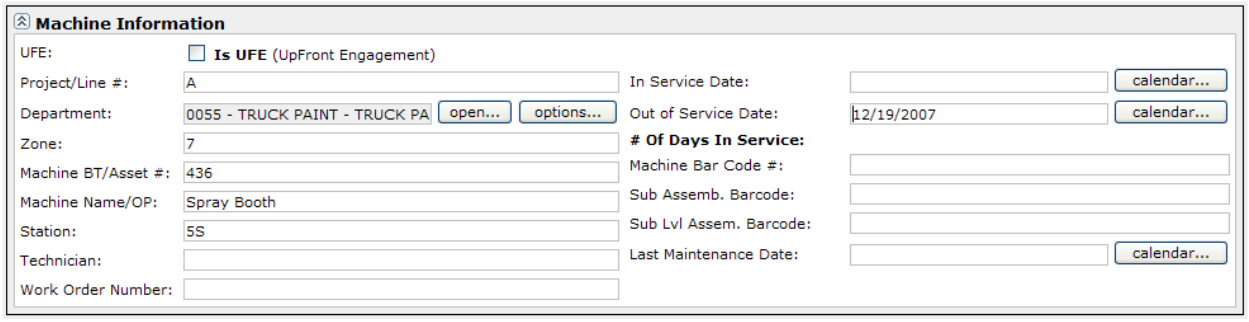
A Model No. has now been assigned to the S.T.A.M.P. database.

9. Check the **Is Key Component** box if unit is a critical item for a plant. (Note: A 'Critical item' is defined as any part that cannot be substituted within the plant with another part or a part that is critical. E.g. In a machining plant spindles and drives are key components to the customer.).
10. Change **Part Status** to Out for Repair.
11. Change **Add Reason** to, choose most appropriate selection (Note: The most common selection will be FC – Failed Component from floor going out for repair).
12. Under **Comments**, add any additional part information that is important to this part.



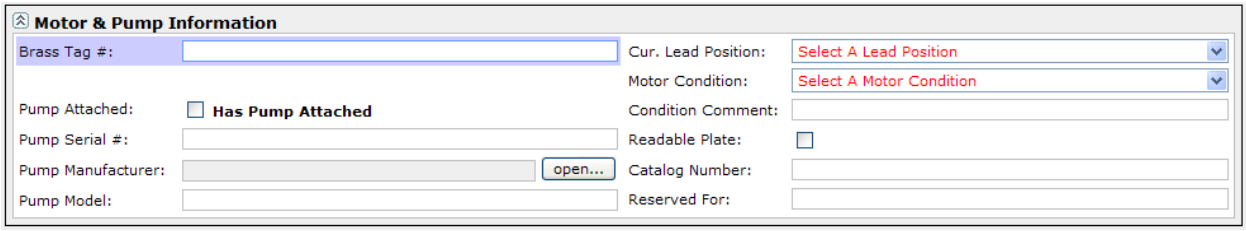
On the Parts Inventory page complete the following under Machine Information:

13. Enter appropriate information on the **Project/Line#**.
14. Click on open button on the **Department** line.
15. Enter the **department number**.
    a. Click on **search**.
    b. Choose the **department number** in the list.
    c. If the department number does not exist, requires editing, or needs to be deleted, click on **options**.
16. Enter **Zone** information if applicable.
17. Enter **Machine BT/Asset #**.
18. Enter **Machine Name/OP**.
19. Enter **Station**.



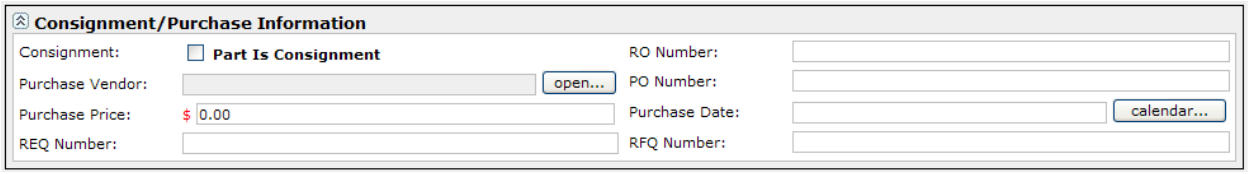
On the Parts Inventory page complete the following, if the part is a motor or pump only, under Motor & Pump Information:

20. If the part is a motor with a pump attached check the **Has Pump Attached** box.
    a. Enter the **Pump Serial#, Manufacturer,** and **Model**.
21. If the part is a motor, enter the **Cur. Lead Position, Motor Condition,** and **Condition Comment**.
22. Check off **Readable Plate** (if plate is readable).
23. Enter **Catalog Number**.
24. Enter plant name under Reserved For, used by customer's engaged in Motor Management where the customer does not want the motor to be shared with another plant.



On the Parts Inventory page under Consignment/Purchase Information no information is required unless the asset is new or on consignment through an outside source:

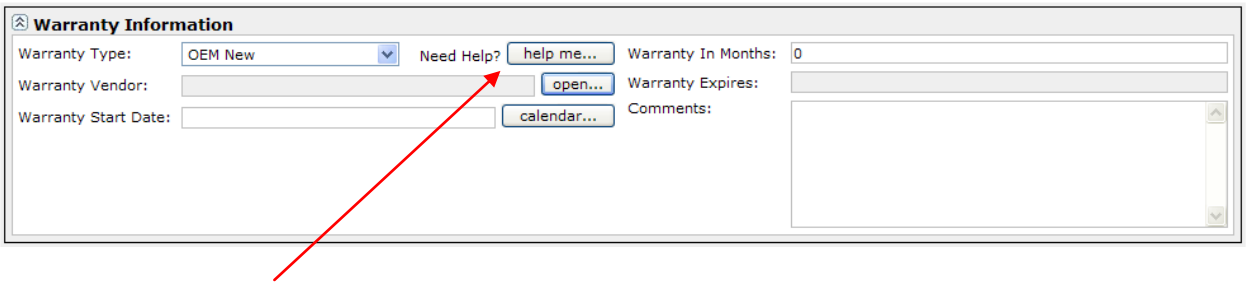
25. If the part is consignment, check the **Part Is Consignment** box.
26. Record the **Purchase Vendor**, **Purchase Price**, **REQ Number** if available, **Repair Order Number**, **Purchase Order Number**, and **Purchase Date**.



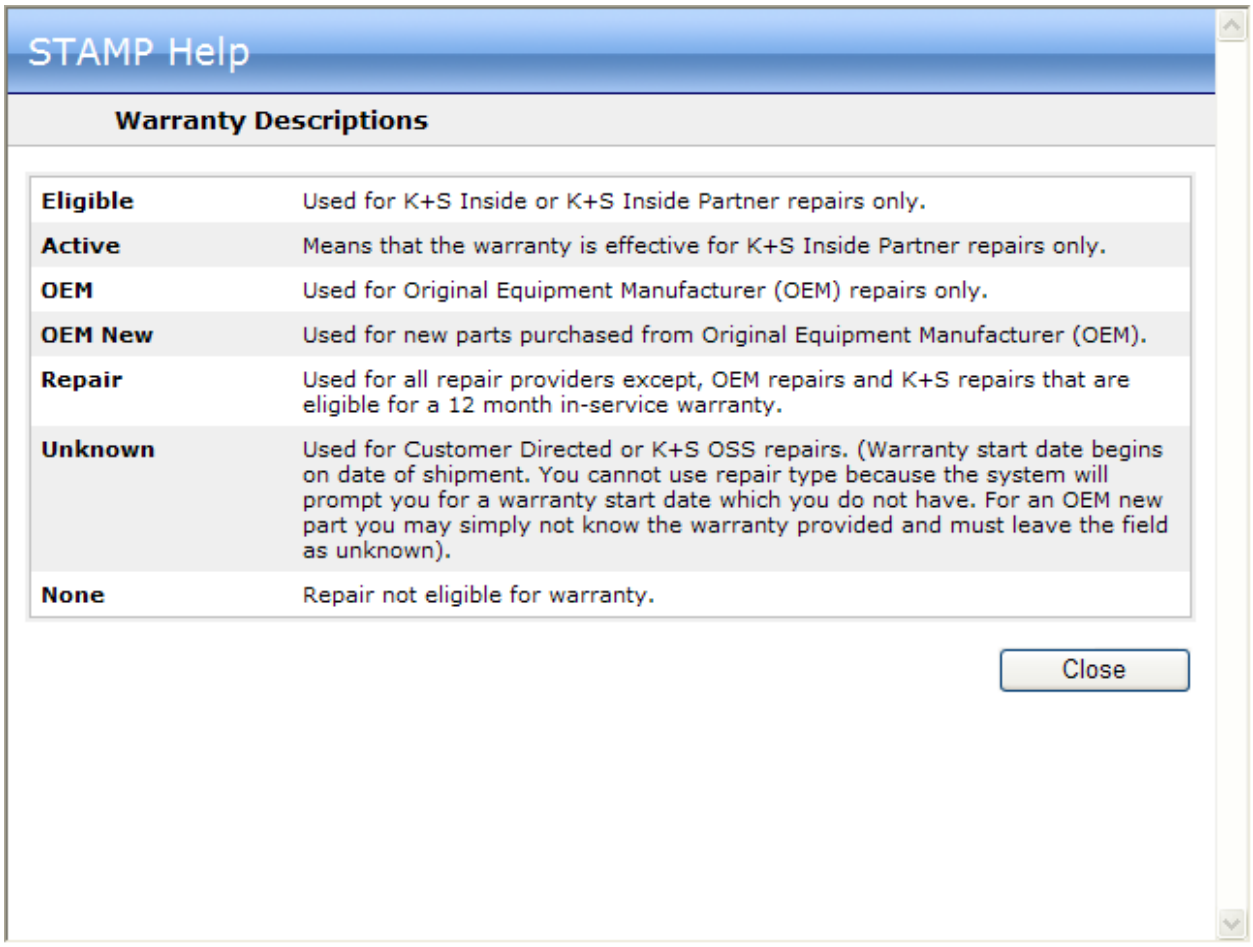
On the Parts Inventory page complete the following, if the part is a new purchase from the OEM or Distributor, under Warranty Information:

27. Change the **Warranty type** to OEM New.
28. Select **Warranty vendor** as OEM or OEM Distributor.

29. Enter in the **Warranty start date**. Note: You must know the warranty start date. You may have to back date the start date.
30. Type in **Warranty In Months**. E.g. 1 year = 12 months.
31. **Warranty Expires** auto populates when Warranty In Months is entered.
32. Enter in **Comments**.

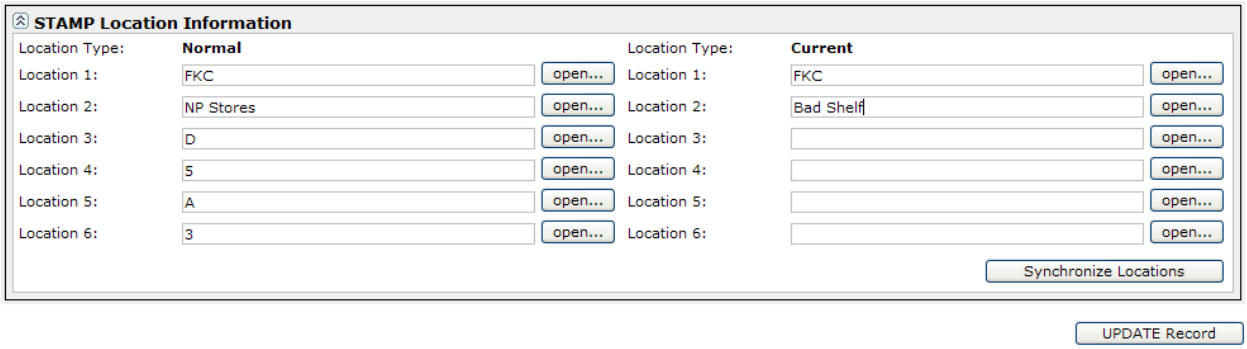


Need Help? Choose the help me… button to assist with Warranty definitions.

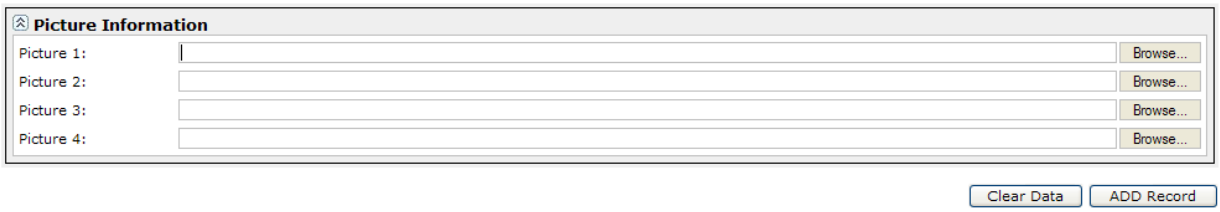

STAMP Help
Warranty Descriptions
Eligible
Used for K+S Inside or K+S Inside Partner repairs only.
Active
Means that the warranty is effective for K+S Inside Partner repairs only.
OEM
Used for Original Equipment Manufacturer (OEM) repairs only.
OEM New
Used for new parts purchased from Original Equipment Manufacturer (OEM).
Repair
Used for all repair providers except, OEM repairs and K+S repairs that are eligible for a 12 month in-service warranty.
Unknown
Used for Customer Directed or K+S OSS repairs. (Warranty start date begins on date of shipment. You cannot use repair type because the system will prompt you for a warranty start date which you do not have. For an OEM new part you may simply not know the warranty provided and must leave the field as unknown).
None
Repair not eligible for warranty.
Close

On the Parts Inventory page complete the following under S.T.A.M.P. Location Information:

33. Enter **Location 1**, plant code. E.g. Ford Lima Engine, FLE.
34. Enter **Location 2**, crib location or department no. E.g. NPS (Non-Production Stores).
35. Enter **Locations 3, 4, 5, & 6**, racks, shelves, sections, etc. This location will be dependent on how the customer stores their inventory.
    E.g. Ford Lima Engine is storing the part in Non-Production Stores, in Section D, Row 5, Rack A, Shelf 3.
36. Under **Current Location Type**, enter plant code.
37. Enter **Location 2**, as Bad Shelf.



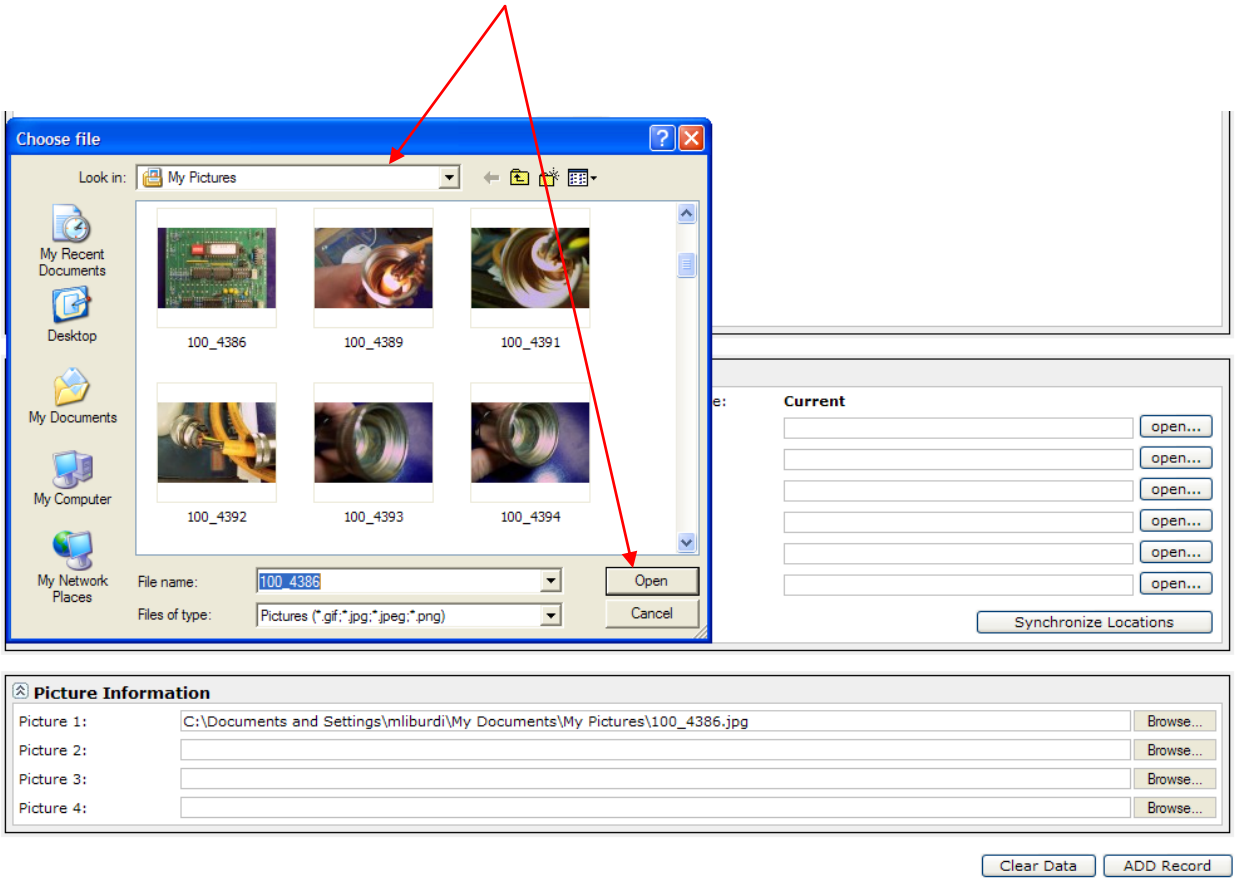
38. Add a **Digital picture** of the part, if you have one. Only .jpg files can be used.
    a. First, copy the picture on the local machine S.T.A.M.P. is running on. E.g. Save File As\Desktop\ My Documents\My Pictures.
    b. In Picture Information section, click Browse button on Picture 1: field.



    c. Dialog Box appears. Find the path where pictures were copied on local machine, click Open.

E.g. (C:\Documents and Settings\mliburdi\My Documents\My Pictures\100_4386.jpg).

(Note: You may add up to four pictures per part. Once you add a photo you may edit or delete it.)

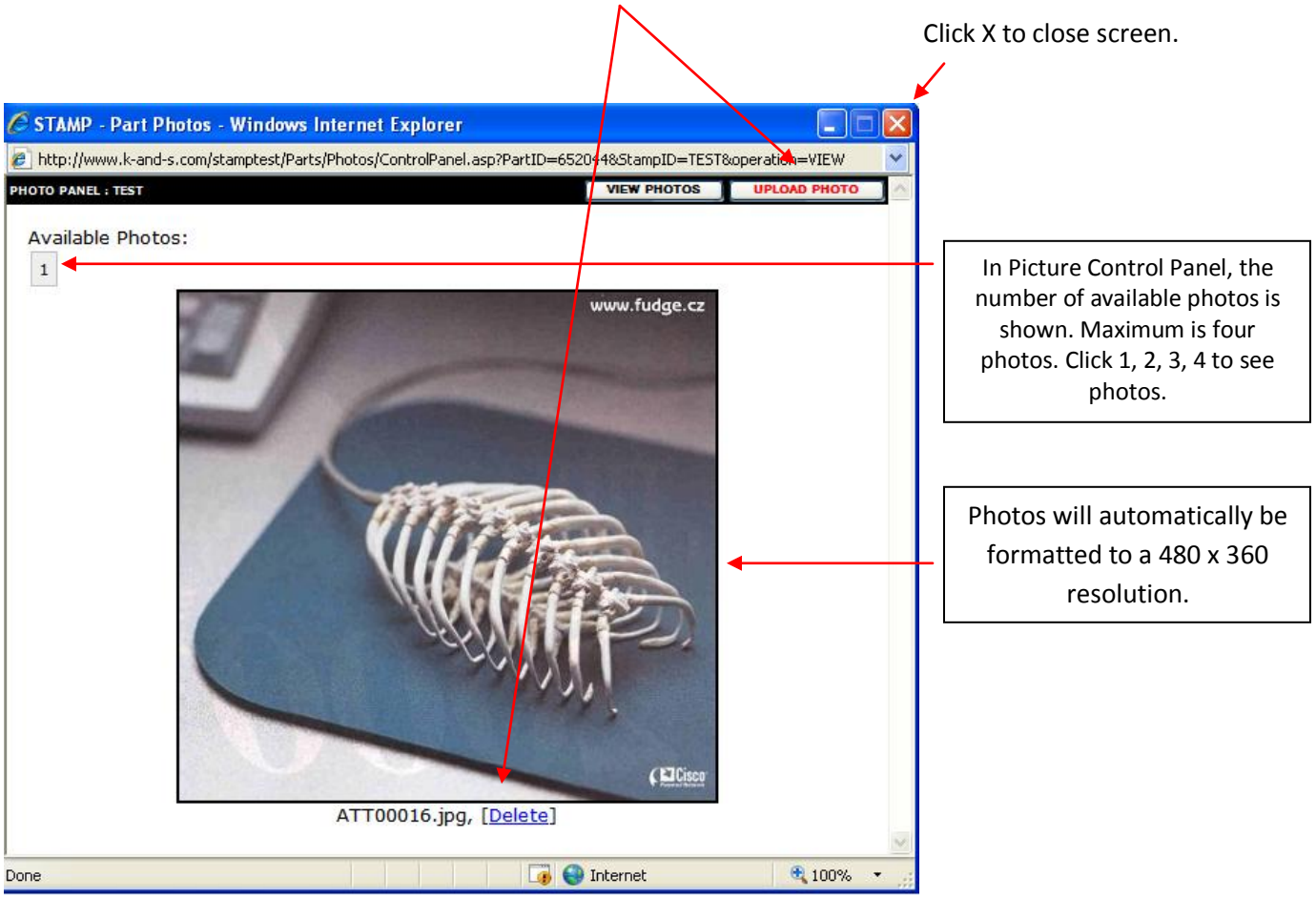


39. **Editing** the added photo.

    a. Click, the **Picture Control Panel**.

    b. To delete a photo, click **Delete**.

c. To add another photo, click **Upload Photo**.


Click X to close screen.
STAMP - Part Photos - Windows Internet Explorer
http://www.k-and-s.com/stamptest/Parts/Photos/ControlPanel.asp?PartID=652044&StampID=TEST&operation=VIEW
PHOTO PANEL : TEST
VIEW PHOTOS
UPLOAD PHOTO
Available Photos:
1
www.fudge.cz
ATT00016.jpg, [Delete]
Done
Internet
100%
In Picture Control Panel, the number of available photos is shown. Maximum is four photos. Click 1, 2, 3, 4 to see photos.
Photos will automatically be formatted to a 480 x 360 resolution.

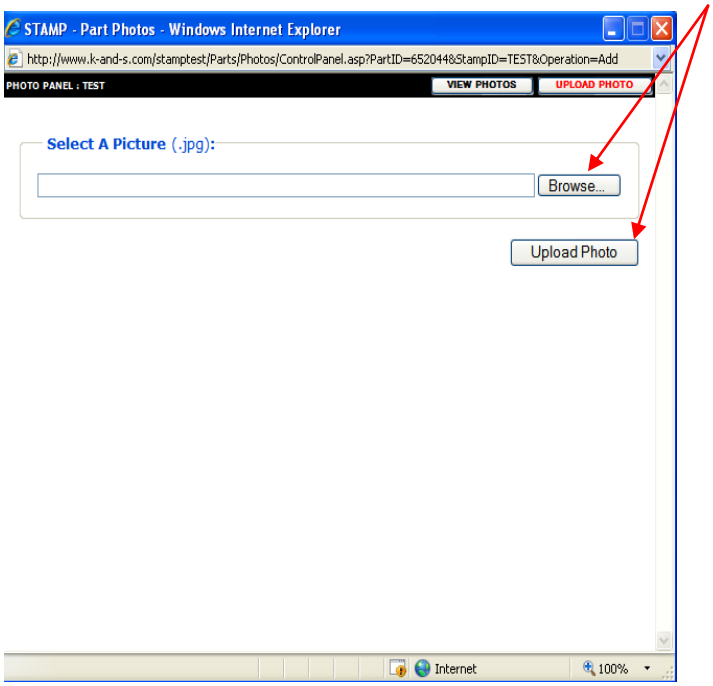
d. Click, **Browse** button on 'Select A Picture (.jpg)'.

e. Dialog Box appears. Find the path where pictures were copied on local machine.

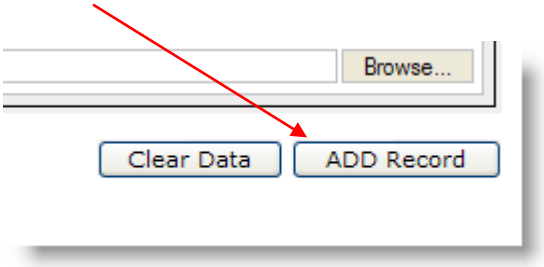
E.g. (C:\Documents and Settings\BDAV.PRI\My Documents\My Pictures\ATT00016.jpg).

f. Click, **Upload Photo**.

g. Once uploaded, click **View Photo** to go back to Available Photos screen.



h. Click **Add Record** on the Part Inventory Sheet.

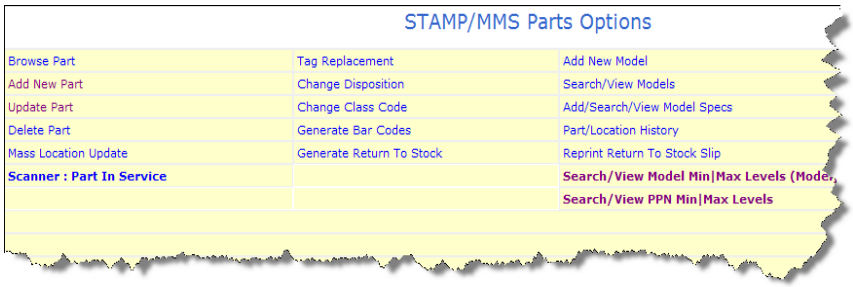


A New Part has now been added to the S.T.A.M.P. database. You do not need to Update the Part Screen, proceed to step g. Create a New Repair Ticket.

f. Update Part Screen.

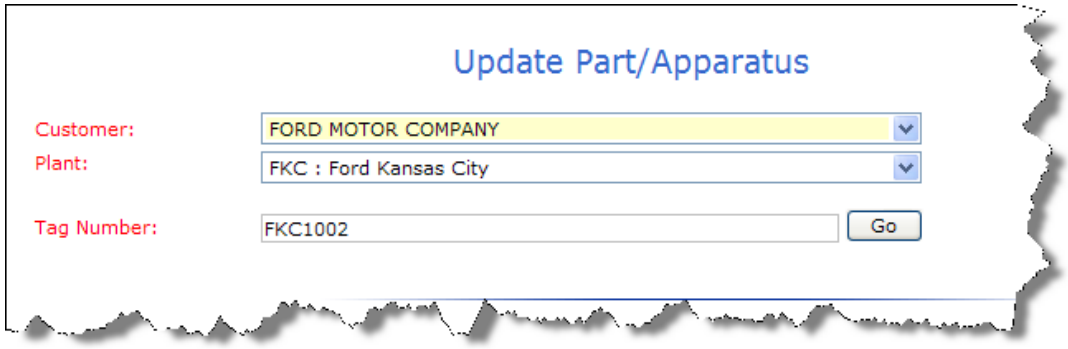
i. Click the **Parts tab** on the Welcome Page.

ii. Click **Update Part**.



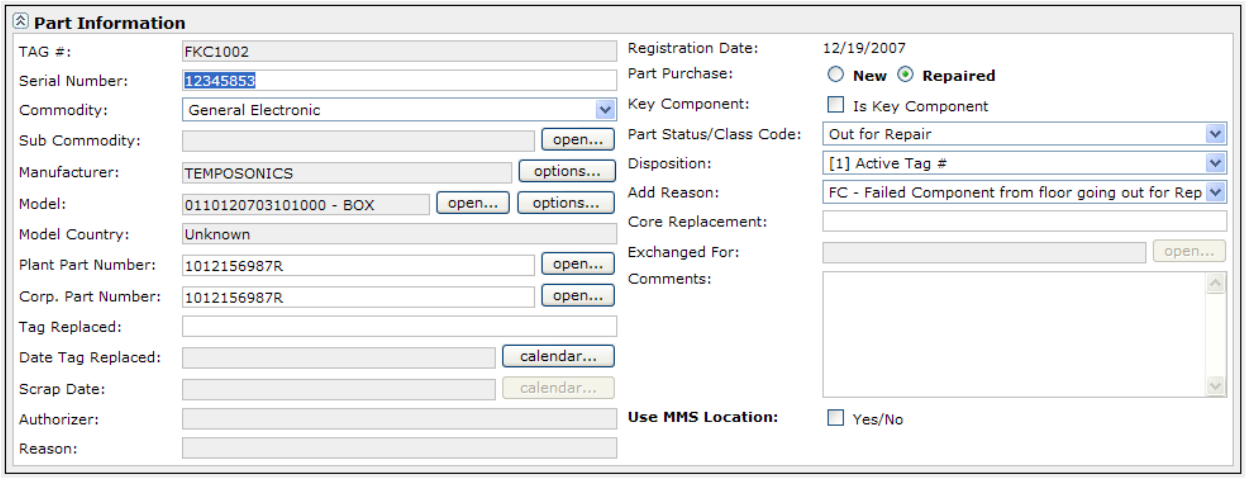
iii. Enter **Tag Number** (S.T.A.M.P. ID assigned).

iv. Hit **Enter** or Click **Go**.

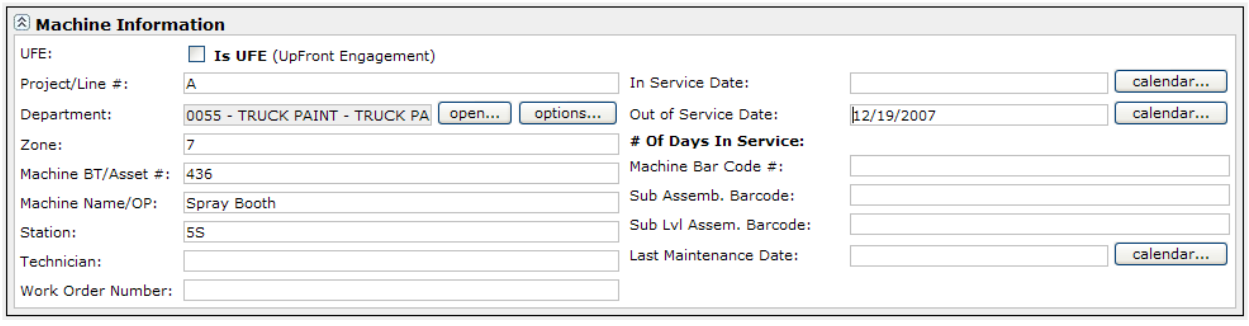


Part Inventory Sheet is displayed.

v. Update **Part Status/Class Code** to, Out for Repair.



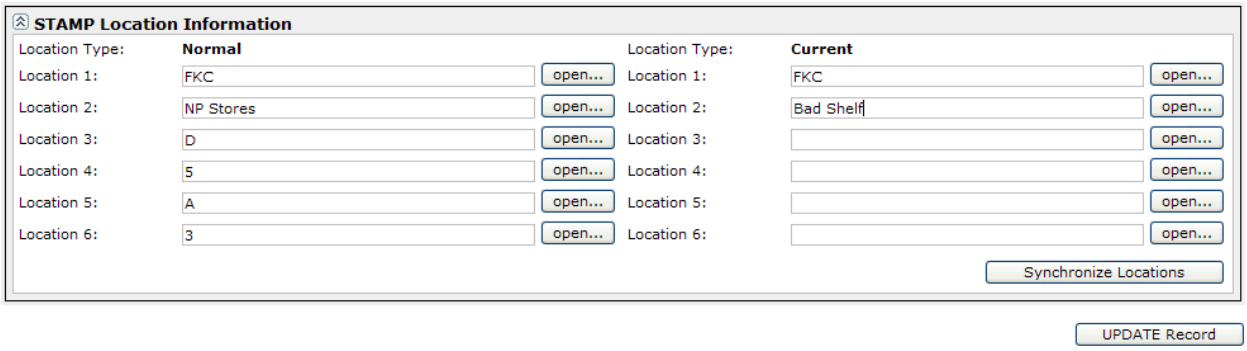
vi. Update **Department, Zone, Machine BT, Machine Name,** and **Station**.



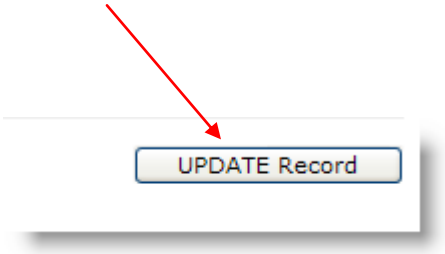
vii. Update S.T.A.M.P. Location Information:

1. Enter Location 1, plant code. E.g. Ford Lima Engine, FLE.

2. Enter Location 2, crib location or department no. E.g. NPS (Non-Production Stores).
3. Enter Locations 3, 4, 5, & 6, racks, shelves, sections, etc. This location will be dependent on how the customer stores their inventory.
   E.g. Ford Lima Engine is storing the part in Non-Production Stores, in Section D, Row 5, Rack A, Shelf 3.
4. Under Current Location Type, Enter plant code.
5. Enter Location 2, as bad shelf.



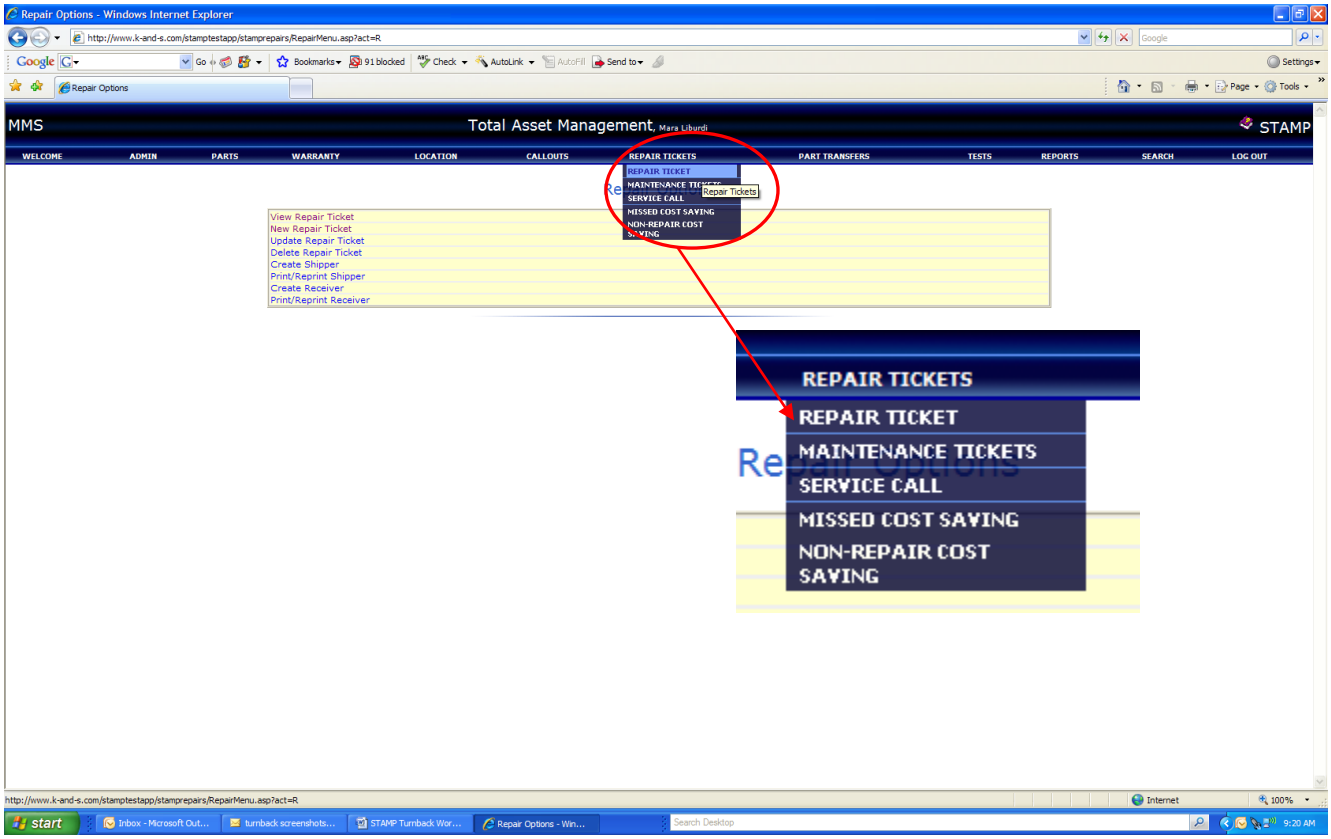
viii. Click, **Update Record**.



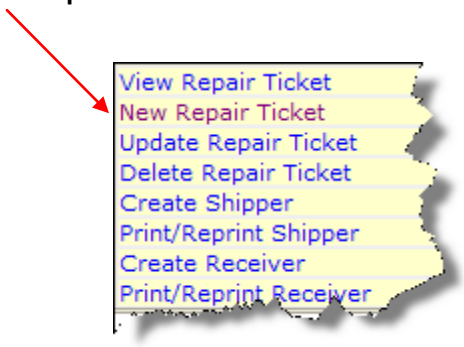
Some customer's require shipping documentation before creating a repair ticket and other customer's require that the K+S shipper be created before their own. Find out which way your plant handles shipment of material.

g. Create a New Repair Ticket.

i. Go to **Repair Tickets** and click on **Repair Ticket**.

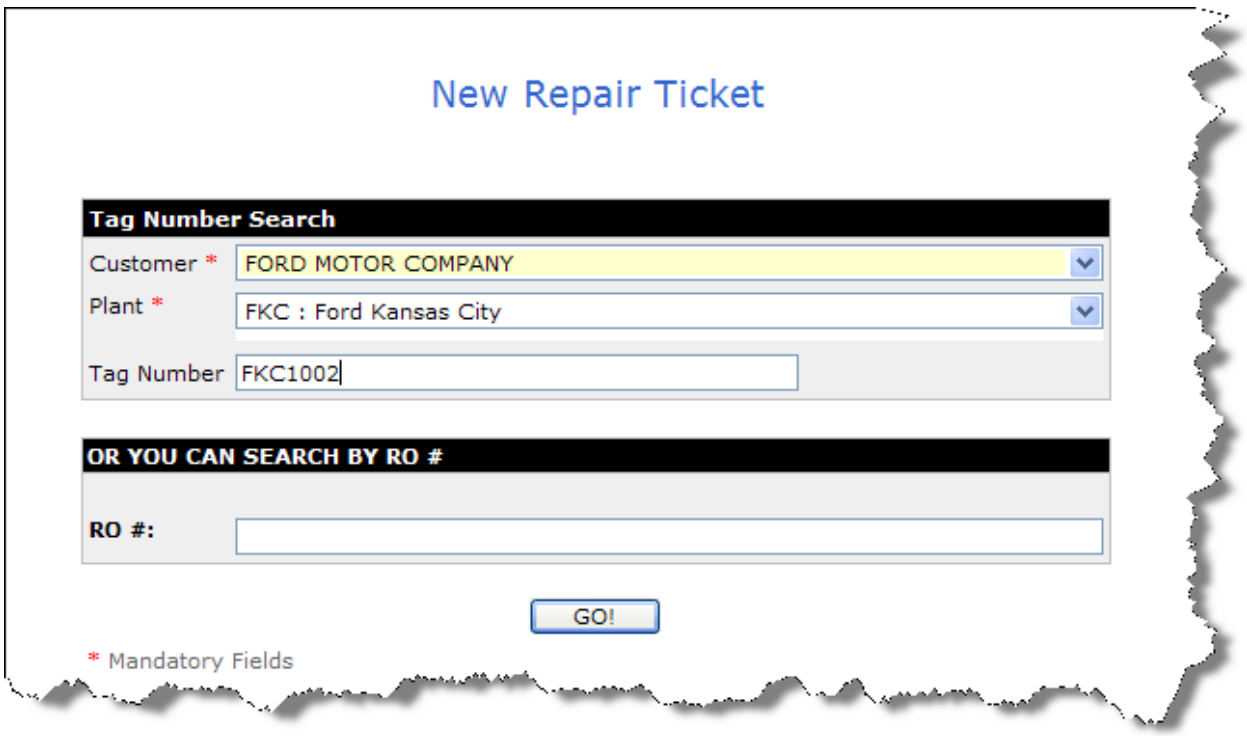


ii. Click **New Repair Ticket**.



iii. Select **Customer**, **Plant**, and enter in the **Tag Number** (S.T.A.M.P. ID No.) or type in the RO#.

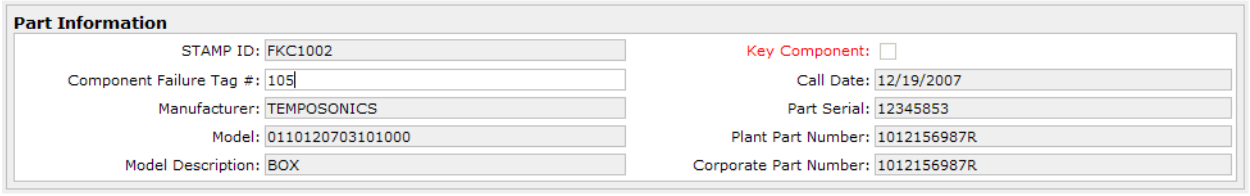
iv. Hit **Enter** or click **Go**.



Under the **Part Information** Section, complete the following:

v. Enter in the Component Failure Tag#. Some plants use a K+S failure tag and some use their own failure tag.

   a. If a failure tag does not have a number, enter in **'No Tag Number'**, in the field.



Under the **Repair Information** Section, complete the following:

vi. Fill out **Request** field.

vii. Fill out the **PO Line Item** field with the line number on the PO.

viii. Fill out the **Buyer** field, plant purchasing contact.

ix. Fill out **Customer Shipper** field, enter customer's shipping document number.

x. Select **Order Type**.

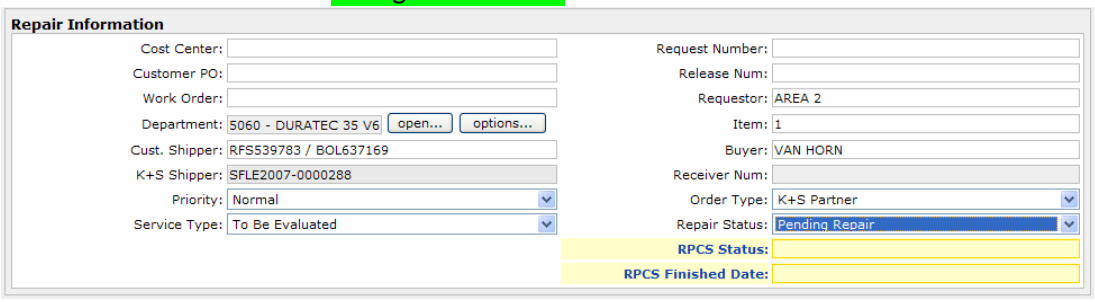
xi. Select, **Priority**, as 'Emergency', 'Rush', or 'Normal'.

xii. **Service Type** defaults to 'Repair'. If the item is under warranty, Service Type defaults to 'Warranty Repair'.

xiii. **Repair Status**, defaults to 'Pending Shipment'. (Note: Status must be 'Pending Repair' in order for you to print shipper.)

xiv. **Work Order** field is an optional field. Some customers create a work order for tracking purposes. Use this field if the customer uses a work order.

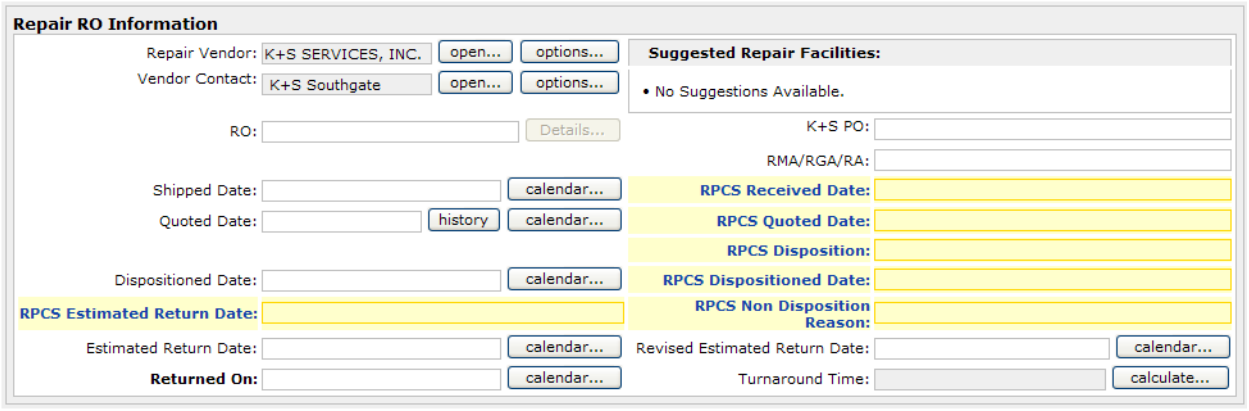
Change screen shot



Under the **Repair RO Information** Section complete the following:

xv. Select the **Repair Vendor** and **Vendor Contact** (this information will default to the previous repair vendor if the part has been previously repaired).

xvi. Fill out **RMA/RGA/RA**, if required.



The **Costs & Fees section** should only be filled out if the part going out for repair is a Turnback (Fail On Install). *See Overview Section in manual for details.*

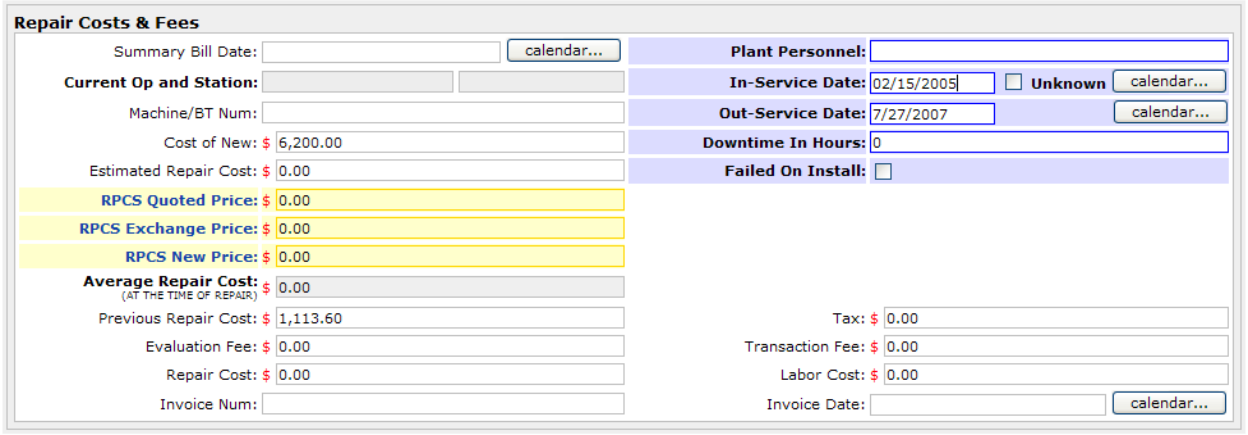
xvii. Fill out **Plant Personnel**, name of the person who reported the failure.

xviii. The **In-Service date** should already be in the system (uploaded from part status screen).

xix. The **Out-Service date** should already be in the system (uploaded from part status screen).

xx. Enter in **Downtime In Hours**.

xxi. Click the **Fail On Install** box.



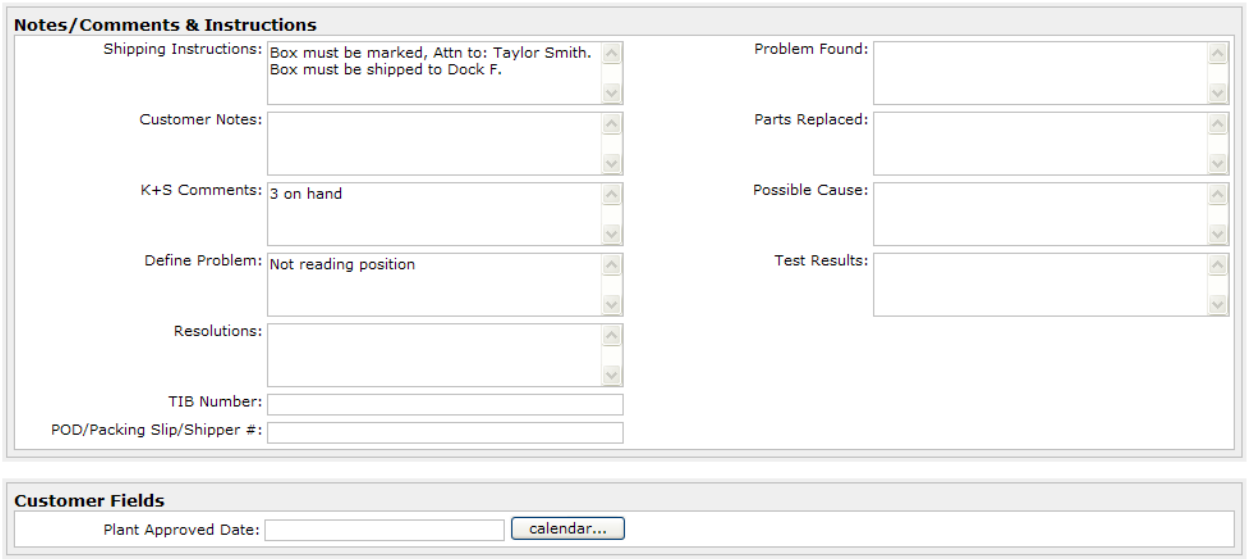
Under the **Notes/Comments & Instructions** section complete the following:

xxii. Under **Shipping Instructions**, place any special shipping instructions or return instructions. E.g. If the part needs to be delivered to a particular dock on return, place this information into this field. E.g. If the customer requires a certain carrier to be used, place this information into this field.

xxiii. Under **Customer Notes**, place any information that you would like the customer to see. (Note: This field is viewable by the customer.)

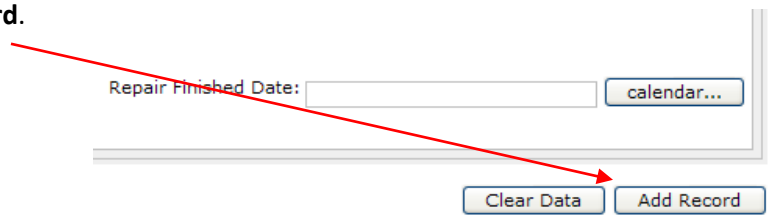
xxiv. Under **K+S Comments**, place any comments specific to the part or repair. (Note: This field is not viewable by the customer.)

xxv. Under **Define Problem**, describe the defects of the unit. This information would come from the failure tag or discussions from the customer/maintenance personnel.

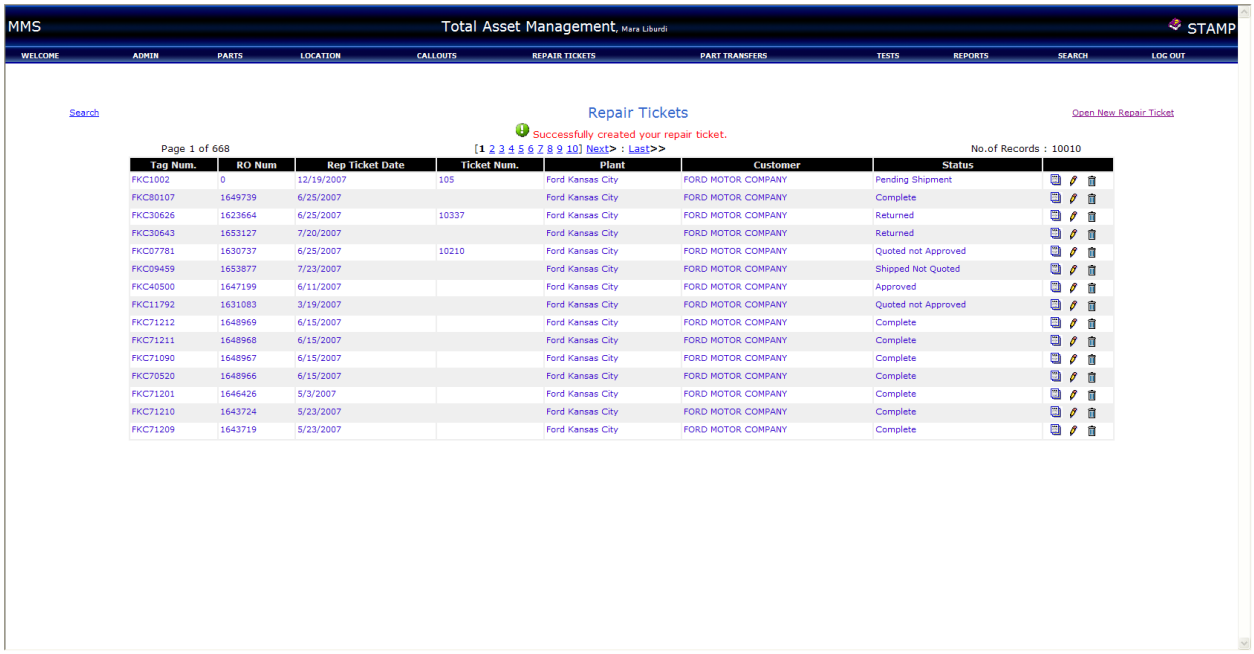


Information required to create the repair ticket is now complete.

xxvi. Click **Add Record**.



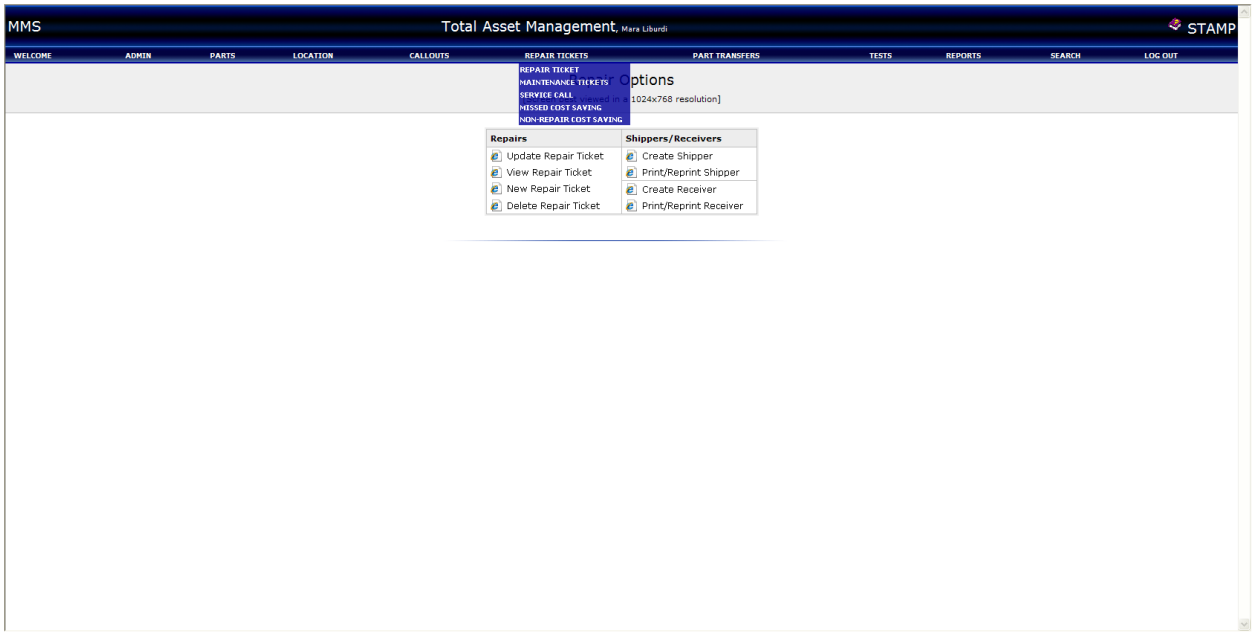
A window will be displayed with confirmation of the Repair Ticket entry and all open Repair Tickets.


MMS
Total Asset Management, Mara Liburdi
STAMP
WELCOME ADMIN PARTS LOCATION CALLOUTS REPAIR TICKETS PART TRANSFERS TESTS REPORTS SEARCH LOG OUT
Search
Repair Tickets
Open New Repair Ticket
Successfully created your repair ticket.
Page 1 of 668
[1 2 3 4 5 6 7 8 9 10] Next> : Last>>
No.of Records : 10010

Tag Num.	RO Num	Rep Ticket Date	Ticket Num.	Plant	Customer	Status
FKC1002	0	12/19/2007	105	Ford Kansas City	FORD MOTOR COMPANY	Pending Shipment
FKC80107	1649739	6/25/2007		Ford Kansas City	FORD MOTOR COMPANY	Complete
FKC30626	1623664	6/25/2007	10337	Ford Kansas City	FORD MOTOR COMPANY	Returned
FKC30643	1653127	7/20/2007		Ford Kansas City	FORD MOTOR COMPANY	Returned
FKC07781	1630737	6/25/2007	10210	Ford Kansas City	FORD MOTOR COMPANY	Quoted not Approved
FKC09459	1653877	7/23/2007		Ford Kansas City	FORD MOTOR COMPANY	Shipped Not Quoted
FKC40500	1647199	6/11/2007		Ford Kansas City	FORD MOTOR COMPANY	Approved
FKC11792	1631083	3/19/2007		Ford Kansas City	FORD MOTOR COMPANY	Quoted not Approved
FKC71212	1648969	6/15/2007		Ford Kansas City	FORD MOTOR COMPANY	Complete
FKC71211	1648968	6/15/2007		Ford Kansas City	FORD MOTOR COMPANY	Complete
FKC71090	1648967	6/15/2007		Ford Kansas City	FORD MOTOR COMPANY	Complete
FKC70520	1648966	6/15/2007		Ford Kansas City	FORD MOTOR COMPANY	Complete
FKC71201	1646426	5/3/2007		Ford Kansas City	FORD MOTOR COMPANY	Complete
FKC71210	1643724	5/23/2007		Ford Kansas City	FORD MOTOR COMPANY	Complete
FKC71209	1643719	5/23/2007		Ford Kansas City	FORD MOTOR COMPANY	Complete

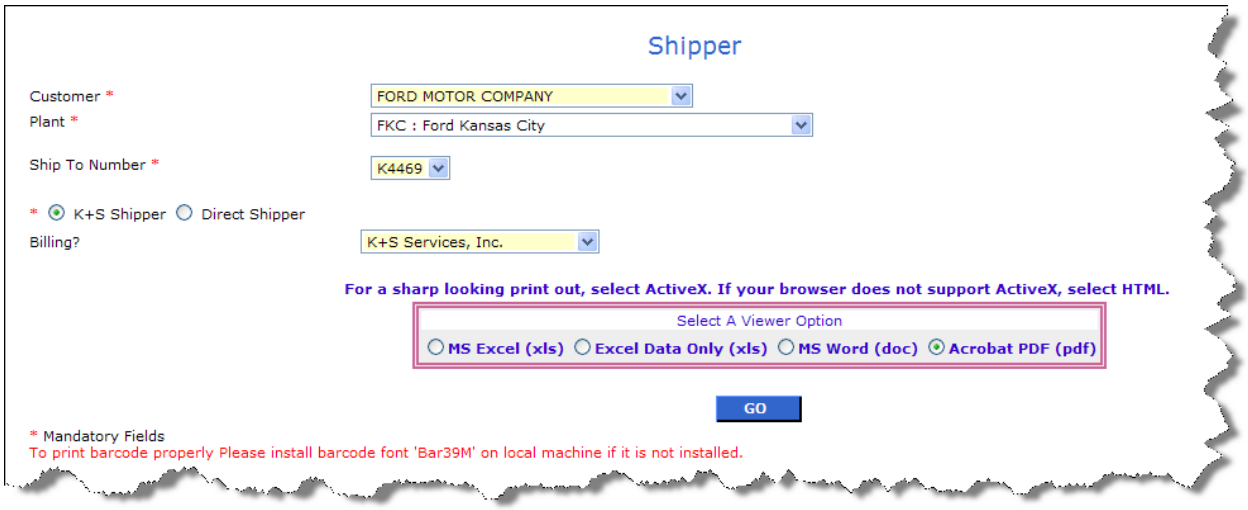
h. Create and Print Shipper.

i. Go to **Repair Tickets** and click on **Repair Ticket**.



ii. Click, **Create Shipper**.

iii. Verify that the following information is correct, **Customer, Plant,** and **Ship to Number**. This information automatically defaults. If this information is not correct, click on the drop down and select the correct one.


Shipper
Customer *
FORD MOTOR COMPANY
Plant *
FKC : Ford Kansas City
Ship To Number *
K4469
* K+S Shipper Direct Shipper
Billing?
K+S Services, Inc.
For a sharp looking print out, select ActiveX. If your browser does not support ActiveX, select HTML.
Select A Viewer Option
MS Excel (xls) Excel Data Only (xls) MS Word (doc) Acrobat PDF (pdf)
GO
* Mandatory Fields
To print barcode properly Please install barcode font 'Bar39M' on local machine if it is not installed.

iv. Select **K+S Shipper** or **Direct Shipper**. A K+S Shipper is used for parts being shipped to K+S Inside or K+S Inside Partners. A Direct Shipper is used for parts being shipped to Customer Directed vendor.

v. **Billing** will always default to K+S Services Inc. for both shipper types.

   a. If your customer requires a direct bill to the plant instead of K+S, choose your plant on the drop down menu. (Note: Only plants that are directly billed will be found on the drop down menu.).

Billing represents invoicing the cost of repair and not the shipping costs for the part. The majority of customers use their own preferred shipping carriers and pay for shipping costs.

vi. Click **GO**.

vii. Check the, **Add to Shipper box**.

viii. The, **Use Autofax Feature**, is always checked. This feature automatically faxes your shipper to a K+S Customer Service representative if the job is a Directed repair.

ix. Click **Print Shipper**.

x. The **Print Shipper Batch** is used to creating multiple summary shippers at once. When you have more than one item that needs to be shipped, click all the **Add To Shipper** boxes and then click, **Print Shipper Batch**.

K+S Shipper Repair Ticket
Add To Shipper Call Date Repair Tag Ticket Tag# Status
1 7/27/2007 FKC09016 Pending Shipment
2 7/27/2007 FKC09091 Pending Shipment
3 7/27/2007 FKC09428 Pending Shipment
4 12/19/2007 105 FKC1002 Pending Shipment
Use Autofax Feature
Print Shipper Batch
Print Shipper
Shipper will be printed in PDF

A Shipper will be displayed.

Shipper For : K+S Services, Inc.
Test Plant For K+S Services

Ship to :
K+S SERVICES, INC.
15677 NOECKER WAY

SOUTHGATE
MI 48195
Ph : 734-374-0400
Fax: 734-374-5620

STST2007-0000003

K12345678
10/11/2007

Attention: K+S Southgate

Line Item : 1

Tag Num	Mfg. Part Number	Plant Part Number	Serial Number	Priority	Customer Reference #
TST12345678	123-TSTMOD		xxx-xxx-xxx	Normal	

Manufacturer	Part Corp Number	Description	Previous RO
ALLEN-BRADLEY CO INC		GEN. ELEC. MODEL	0

Department	Request Num	Work Order Num	Release Number	Customer Shipper	Customer PO

Warranty	Cost of New	HS Code	Country of Origin	Weight	TIB Number
No Warranty in Effect	17.00		USA		

Problem

Service Type:
To Be Evaluated

Comments

PO Item Number **Machine/BT Asset #**

ABSOLUTELY NO INVOICES WILL BE PAID WITH OUT FIRST OBTAINING A PURCHASE ORDER NUMBER.
All return shipments must reference the LINE ITEM NUMBER, CUSTOMER SHIPPER NUMBER and must be accompanied by a FAILURE ANALYSIS Report, WORK Report, and REPAIR TAG

DIRECT ALL QUOTES AND INQUIRIES TO:
JONATHAN SCHROEDER
Ph: 734 374 0400 X1169 **Fax:**

Please Include Price of New with Quote

BILL TO :
K+S Services, Inc.
Att: ACCOUNTS PAYABLE
15677 NOECKER WAY

SOUTHGATE
MI 48195
USA
Ph: 734-374-0400

SHIP TO :
Test Plant For K+S Services
15677 NOECKER WAY

SOUTHGATE
MICHIGAN 48195
USA
JONATHAN SCHROEDER
734 374 0400 X1169

K+S Services, Inc. STST2007-0000003

Page 1 of 1

xi. Print appropriate number of copies of the shipper for filing and shipment purposes.

xii. Click **File, Print** or use the **Print icon**.

i. Attach Shipper to Part.

i. Place one copy of the shipper with the part.

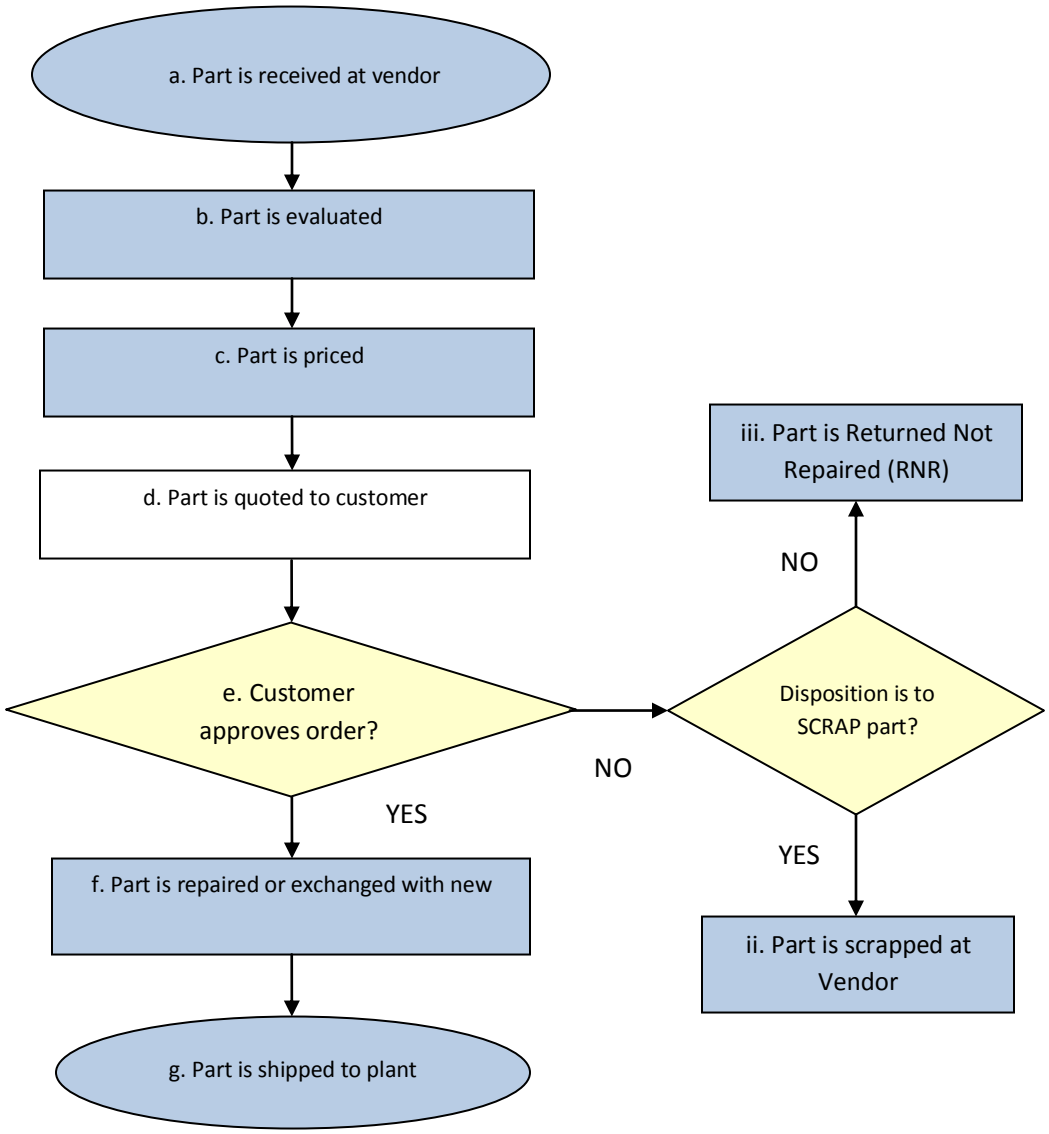
ii. Place another copy of the shipper on the outside of the box, if part is boxed.

j. Ship Part. (Note: Each plant has different shipping methods and procedures. Please find out how your respective customer ships out-going material.)

i. Move the part to the shipping dock. (It may be you or the customer that will move the part).

ii. Part is shipped via customer's preferred carrier.

Process Flow Chart - PARTS AT REPAIR HOUSE


a. Part is received at vendor
b. Part is evaluated
c. Part is priced
d. Part is quoted to customer
e. Customer approves order?
YES
NO
f. Part is repaired or exchanged with new
g. Part is shipped to plant
Disposition is to SCRAP part?
YES
NO
ii. Part is scrapped at Vendor
iii. Part is Returned Not Repaired (RNR)

Legend

- Customer's Responsibility
- K+S's Responsibility
- K+S's or Outside Repair or Vendor's Responsibility

D. PARTS AT REPAIR HOUSE – Track status of parts leaving plant for repair and enter in database

a. Part is received.

b. Part is Evaluated.

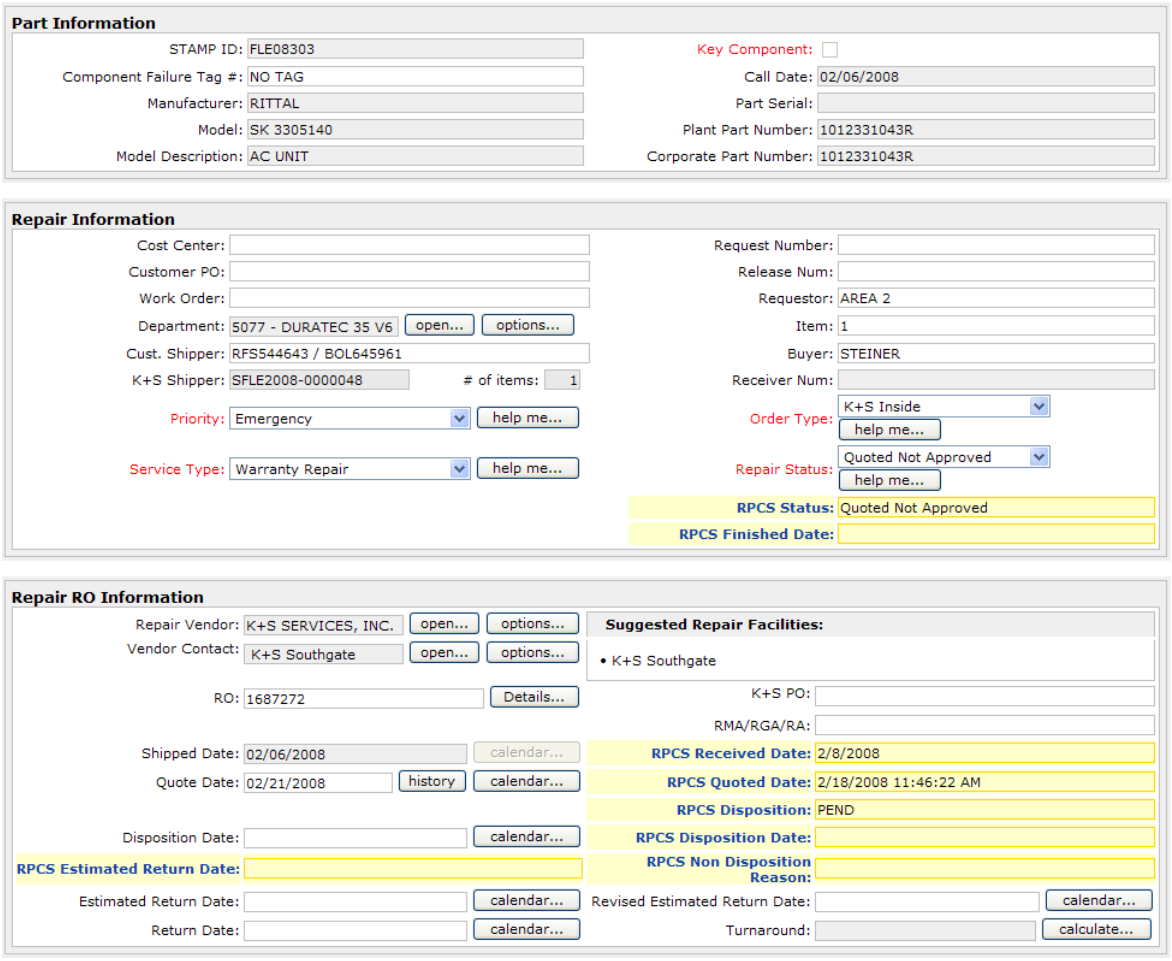
c. Part is Priced.

d. Part is Quoted to Customer.

i. Update repair ticket.

1. Go to **Repair Tickets** and click on **Repair Ticket** from Home Page.
2. Click **View Repair Ticket**.
3. Select **Customer**, **Plant**, and enter in the **Tag Number** (S.T.A.M.P. ID No.) and hit **Enter** or click **Go**.
4. If part has been sent to a K+S Partner, change **Order Type** to **KSPARTNER**.
5. Enter **Quote Date**, **Estimated Repair Cost,** and **Eval Fee** if applicable from quote received (Repair Status will automatically change to Quoted not Approved).
6. Enter **Cost of New** if it doesn't already exist.
    a. If the Quoted Cost of New price ≠ the Existing Cost of New price, change the price to reflect the Quoted Cost of New.
7. Enter **K+S PO** if applicable.
8. If warranty was denied on quote, check the **Warranty Denied box** and fill in the W**arranty Denied Reason** in the warranty information section.
9. Click **Update Record**.

Repair Ticket Screen – Quoted not Approved Part *(Note: The highlighted yellow fields show the status of the part in RPCS.)*



Part Information

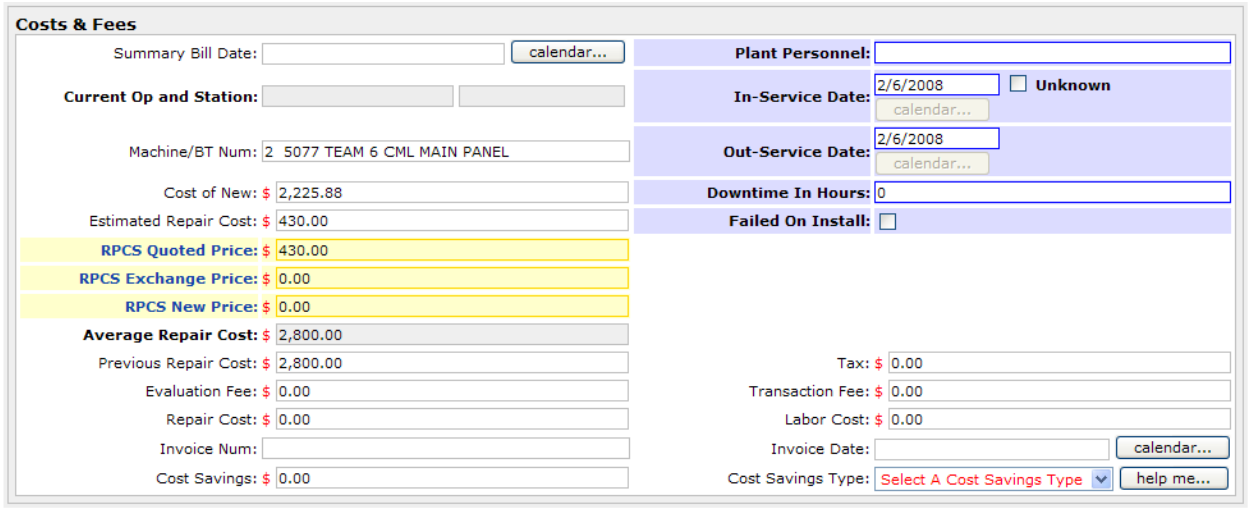
STAMP ID:	FLE08303	Key Component:	
Component Failure Tag #:	NO TAG	Call Date:	02/06/2008
Manufacturer:	RITTAL	Part Serial:	
Model:	SK 3305140	Plant Part Number:	1012331043R
Model Description:	AC UNIT	Corporate Part Number:	1012331043R

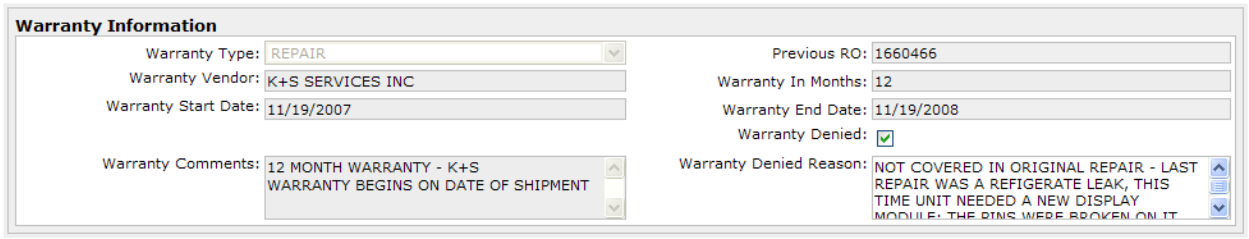
Repair Information

Cost Center:		Request Number:	
Customer PO:		Release Num:	
Work Order:		Requestor:	AREA 2
Department:	5077 - DURATEC 35 V6 [open...] [options...]	Item:	1
Cust. Shipper:	RFS544643 / BOL645961	Buyer:	STEINER
K+S Shipper:	SFLE2008-0000048 # of items: 1	Receiver Num:	
Priority:	Emergency [help me...]	Order Type:	K+S Inside [help me...]
Service Type:	Warranty Repair [help me...]	Repair Status:	Quoted Not Approved [help me...]
		RPCS Status:	Quoted Not Approved
		RPCS Finished Date:	

Repair RO Information

Repair Vendor:	K+S SERVICES, INC. [open...] [options...]	Suggested Repair Facilities:	
Vendor Contact:	K+S Southgate [open...] [options...]	• K+S Southgate	
RO:	1687272 [Details...]	K+S PO:	
		RMA/RGA/RA:	
Shipped Date:	02/06/2008 [calendar...]	RPCS Received Date:	2/8/2008
Quote Date:	02/21/2008 [history] [calendar...]	RPCS Quoted Date:	2/18/2008 11:46:22 AM
		RPCS Disposition:	PEND
Disposition Date:	[calendar...]	RPCS Disposition Date:	
RPCS Estimated Return Date:		RPCS Non Disposition Reason:	
Estimated Return Date:	[calendar...]	Revised Estimated Return Date:	[calendar...]
Return Date:	[calendar...]	Turnaround:	[calculate...]


Costs & Fees
Summary Bill Date:
calendar...
Plant Personnel:
Current Op and Station:
In-Service Date:
2/6/2008
Unknown
calendar...
Machine/BT Num:
2 5077 TEAM 6 CML MAIN PANEL
Out-Service Date:
2/6/2008
calendar...
Cost of New: $ 2,225.88
Downtime In Hours: 0
Estimated Repair Cost: $ 430.00
Failed On Install:
RPCS Quoted Price: $ 430.00
RPCS Exchange Price: $ 0.00
RPCS New Price: $ 0.00
Average Repair Cost: $ 2,800.00
Previous Repair Cost: $ 2,800.00
Tax: $ 0.00
Evaluation Fee: $ 0.00
Transaction Fee: $ 0.00
Repair Cost: $ 0.00
Labor Cost: $ 0.00
Invoice Num:
Invoice Date:
calendar...
Cost Savings: $ 0.00
Cost Savings Type:
Select A Cost Savings Type
help me...


Warranty Information
Warranty Type:
REPAIR
Previous RO:
1660466
Warranty Vendor:
K+S SERVICES INC
Warranty In Months:
12
Warranty Start Date:
11/19/2007
Warranty End Date:
11/19/2008
Warranty Denied:
Warranty Comments:
12 MONTH WARRANTY - K+S
WARRANTY BEGINS ON DATE OF SHIPMENT
Warranty Denied Reason:
NOT COVERED IN ORIGINAL REPAIR - LAST
REPAIR WAS A REFIGERATE LEAK, THIS
TIME UNIT NEEDED A NEW DISPLAY

e. Customer Approves or Disapproves order.

i. Approval of order.

1. Update repair ticket.

a. Go to **Repair Tickets** and click on **Repair Ticket** from Home Page.

b. Click View Repair Ticket.

c. Select **Customer**, **Plant**, and enter in the **Tag Number** (S.T.A.M.P. ID No.) and click **Go**.

d. Enter **Request Number**, **Customer PO**, and **Release Number**.

e. Change **Service Type** by selecting the most appropriate one from the drop down menu.

f. Enter **Disposition Date** and **Estimated.**

Returned Date from customer approved quote. (Repair Status will automatically change to Approved).

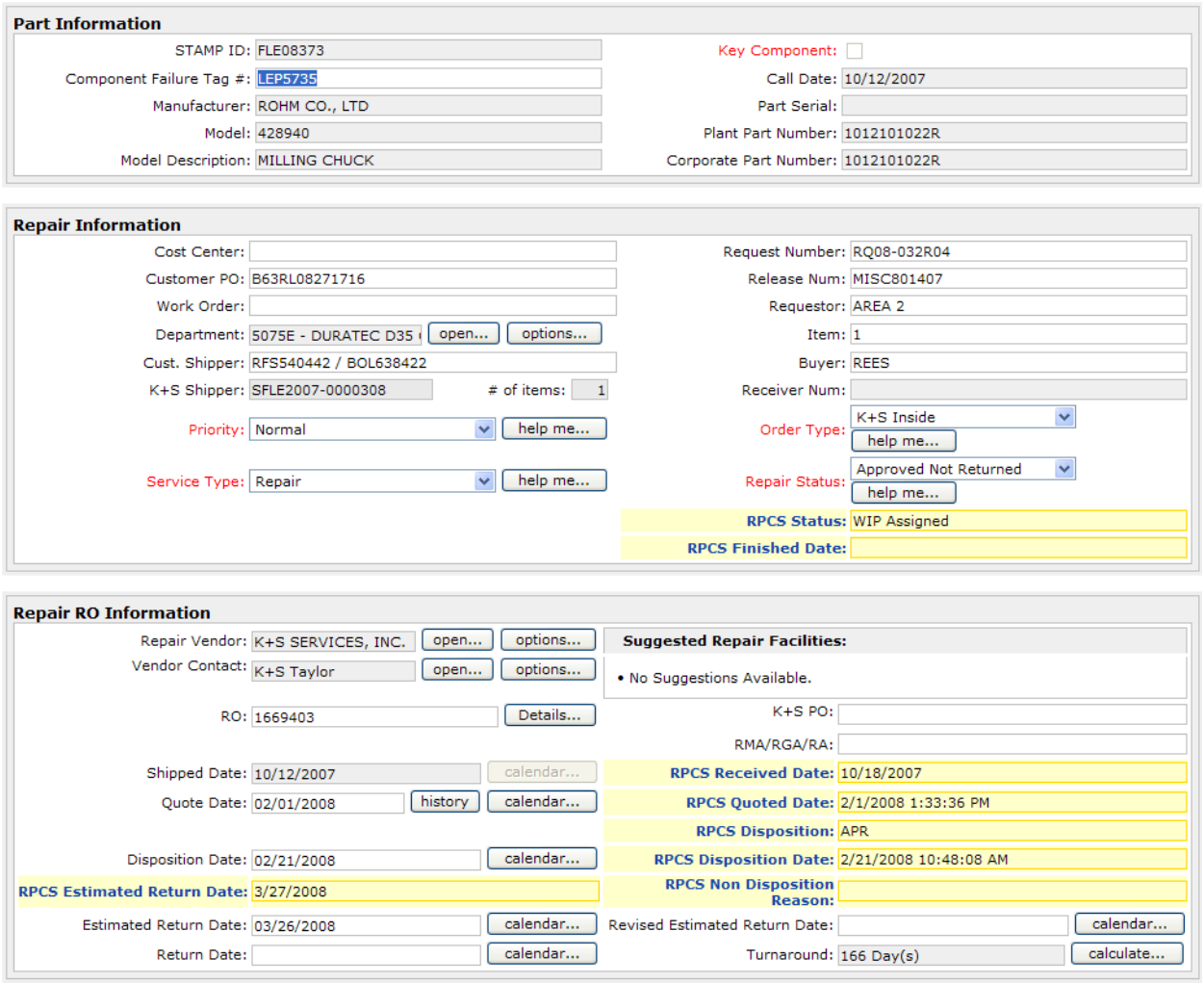
g. Enter in the **Repair Cost** from the **Approved quote**.

h. Figure **Cost Savings** and enter into Cost Savings field.

i. Update **Cost Savings Type**.

j. Click **Update Record**.

Repair Ticket Screen – Approved Part *(Note: The highlighted yellow fields show the status of the part in RPCS.)*



Part Information

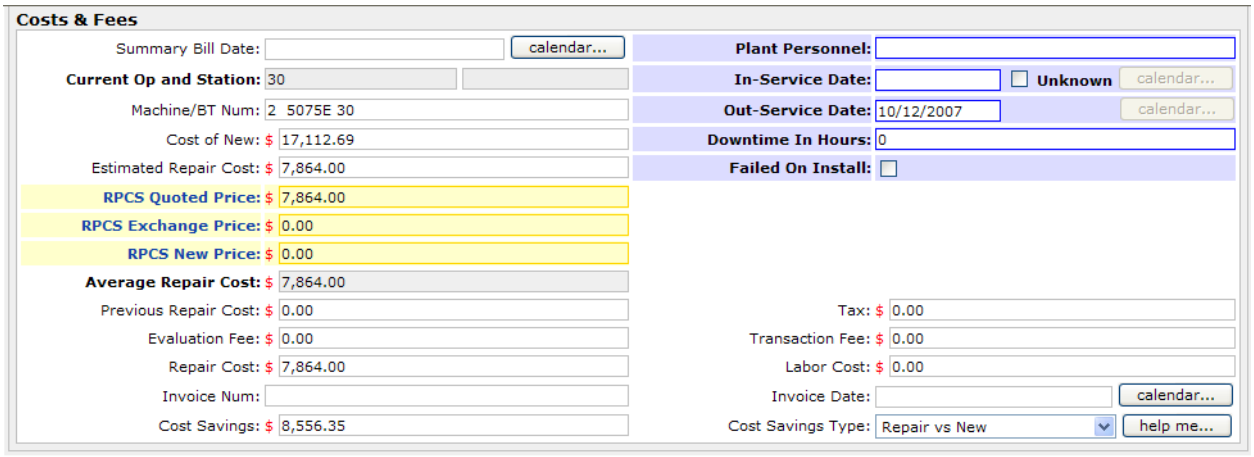
STAMP ID:	FLE08373	Key Component:	
Component Failure Tag #:	LEP5735	Call Date:	10/12/2007
Manufacturer:	ROHM CO., LTD	Part Serial:	
Model:	428940	Plant Part Number:	1012101022R
Model Description:	MILLING CHUCK	Corporate Part Number:	1012101022R

Repair Information

Cost Center:		Request Number:	RQ08-032R04
Customer PO:	B63RL08271716	Release Num:	MISC801407
Work Order:		Requestor:	AREA 2
Department:	5075E - DURATEC D35 (open... options...	Item:	1
Cust. Shipper:	RFS540442 / BOL638422	Buyer:	REES
K+S Shipper:	SFLE2007-0000308 # of items: 1	Receiver Num:	
Priority:	Normal help me...	Order Type:	K+S Inside help me...
Service Type:	Repair help me...	Repair Status:	Approved Not Returned help me...
		RPCS Status:	WIP Assigned
		RPCS Finished Date:	

Repair RO Information

Repair Vendor:	K+S SERVICES, INC. open... options...	Suggested Repair Facilities:	
Vendor Contact:	K+S Taylor open... options...	• No Suggestions Available.	
RO:	1669403 Details...	K+S PO:	
		RMA/RGA/RA:	
Shipped Date:	10/12/2007 calendar...	RPCS Received Date:	10/18/2007
Quote Date:	02/01/2008 history calendar...	RPCS Quoted Date:	2/1/2008 1:33:36 PM
		RPCS Disposition:	APR
Disposition Date:	02/21/2008 calendar...	RPCS Disposition Date:	2/21/2008 10:48:08 AM
RPCS Estimated Return Date:	3/27/2008	RPCS Non Disposition Reason:	
Estimated Return Date:	03/26/2008 calendar...	Revised Estimated Return Date:	calendar...
Return Date:	calendar...	Turnaround:	166 Day(s) calculate...



2. **Warranty Information (for approved repairs excluding warranty repairs) will be uploaded to S.T.A.M.P. when repair is finished**.

f. Part is repaired or exchanged for new.

g. Part is shipped back to plant.

ii. Disapproval of order - Scrap part.

1. Update repair ticket.

a. Go to **Repair Tickets** and click on **Repair Ticket** from Home Page.

b. Click **View Repair Ticket**.

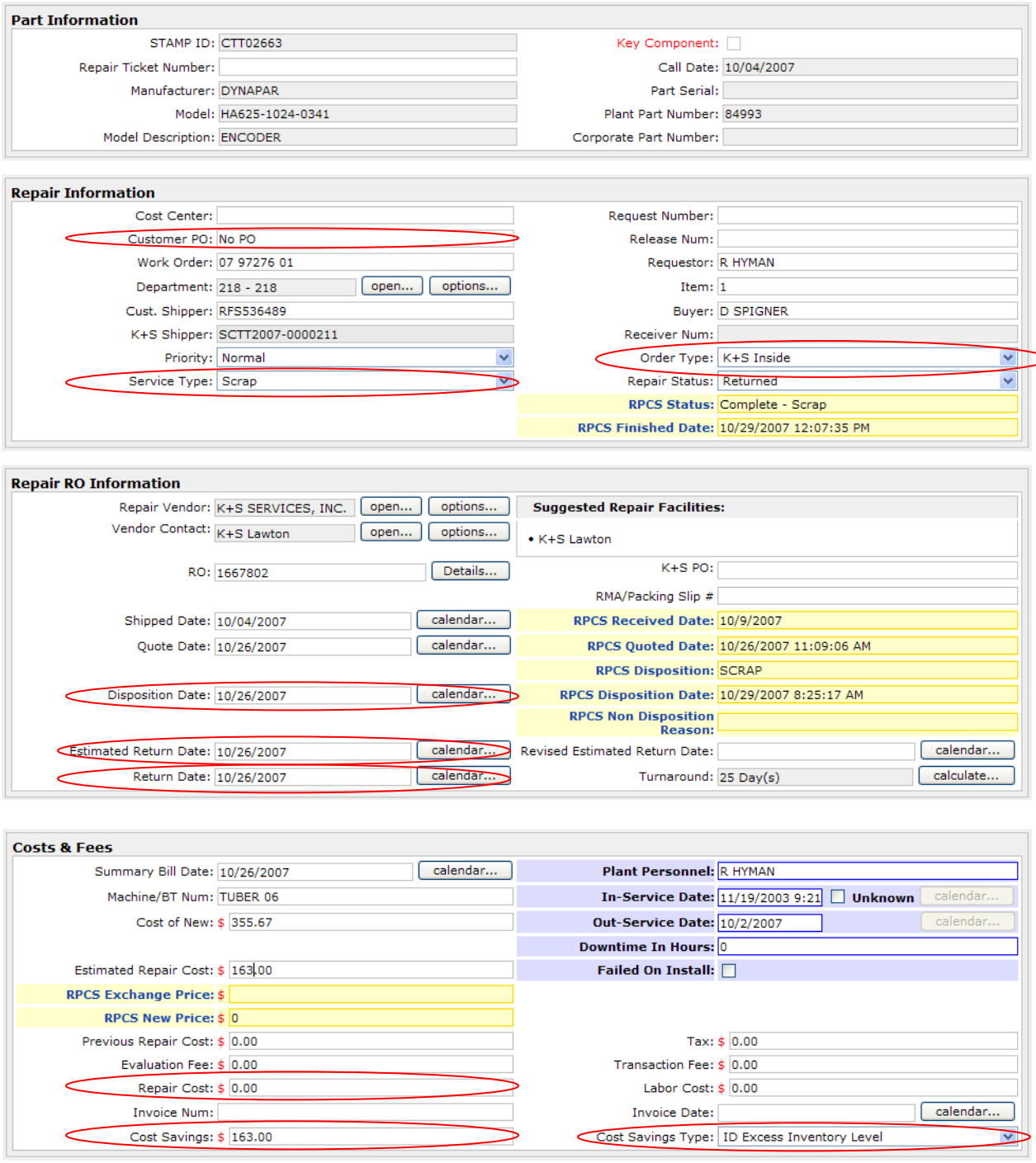
c. Select **Customer**, **Plant**, and enter in the **Tag Number** (S.T.A.M.P. ID No.) and hit **Enter** or click **Go**.

d. Select **Service Type** as **Scrap**.

e. Enter **"No PO"** in the **Customer PO field**, unless customer issues a PO.

f. Enter **Disposition Date**, **Estimated Returned Date** and **Returned Date** as today's date.

g. Figure **Cost Savings** and enter into Cost Savings field. [Cost Savings = Quoted Repair Cost].
    i. If there is no Quoted Repair Cost. [Cost Savings = Cost of New].
h. Update **Cost Savings Type** to **ID Excess Inventory**.
i. In the Resolution box type, **"Scrapped at vendor, the Date, and the person who approved the item to be scrapped"**.
j. Enter **Repair Finished Date** as today's date. automatically populate from RPCS or remove from system?.
k. Click **Update Record**. (Once you click Update Record the system will automatically take you to the Part Status screen.)



Part Information

STAMP ID:	CTT02663	Key Component:	☐
Repair Ticket Number:		Call Date:	10/04/2007
Manufacturer:	DYNAPAR	Part Serial:	
Model:	HA625-1024-0341	Plant Part Number:	84993
Model Description:	ENCODER	Corporate Part Number:	

Repair Information

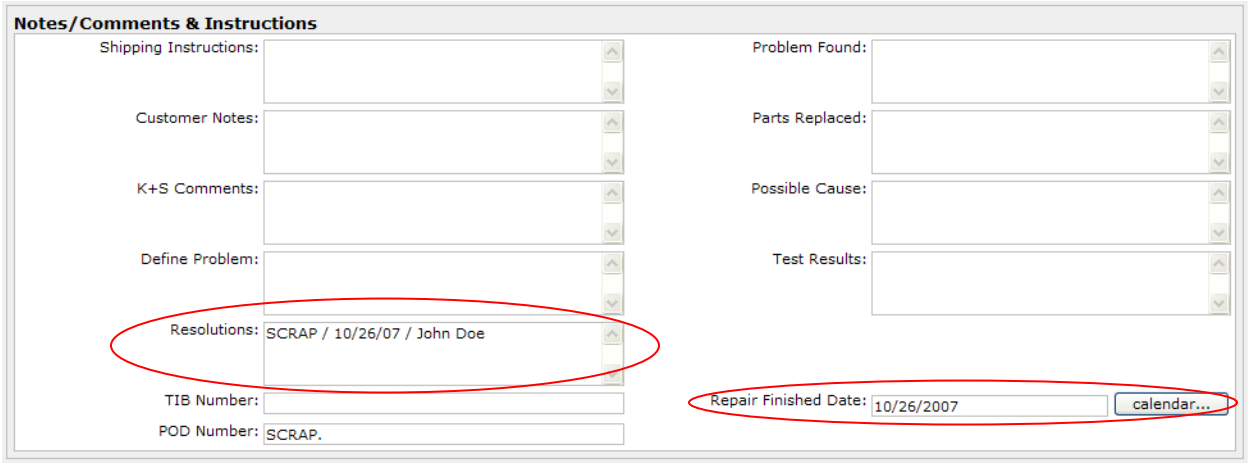
Cost Center:		Request Number:	
Customer PO:	No PO	Release Num:	
Work Order:	07 97276 01	Requestor:	R HYMAN
Department:	218 - 218 [open...] [options...]	Item:	1
Cust. Shipper:	RFS536489	Buyer:	D SPIGNER
K+S Shipper:	SCTT2007-0000211	Receiver Num:	
Priority:	Normal	Order Type:	K+S Inside
Service Type:	Scrap	Repair Status:	Returned
		RPCS Status:	Complete - Scrap
		RPCS Finished Date:	10/29/2007 12:07:35 PM

Repair RO Information

Repair Vendor:	K+S SERVICES, INC. [open...] [options...]	Suggested Repair Facilities:	
Vendor Contact:	K+S Lawton [open...] [options...]	• K+S Lawton	
RO:	1667802 [Details...]	K+S PO:	
		RMA/Packing Slip #	
Shipped Date:	10/04/2007 [calendar...]	RPCS Received Date:	10/9/2007
Quote Date:	10/26/2007 [calendar...]	RPCS Quoted Date:	10/26/2007 11:09:06 AM
		RPCS Disposition:	SCRAP
Disposition Date:	10/26/2007 [calendar...]	RPCS Disposition Date:	10/29/2007 8:25:17 AM
		RPCS Non Disposition Reason:	
Estimated Return Date:	10/26/2007 [calendar...]	Revised Estimated Return Date:	[calendar...]
Return Date:	10/26/2007 [calendar...]	Turnaround:	25 Day(s) [calculate...]

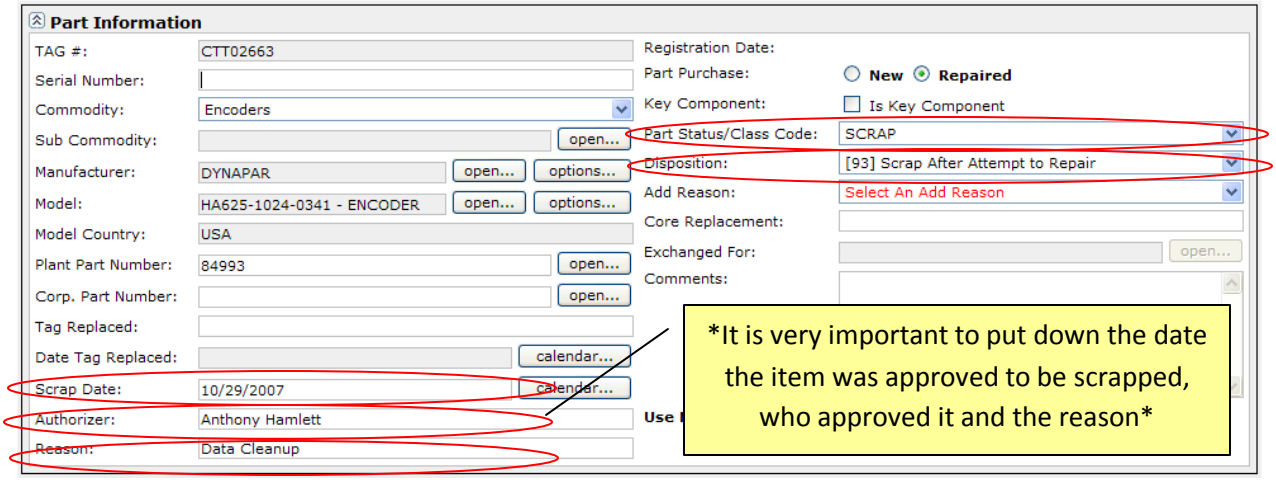
Costs & Fees

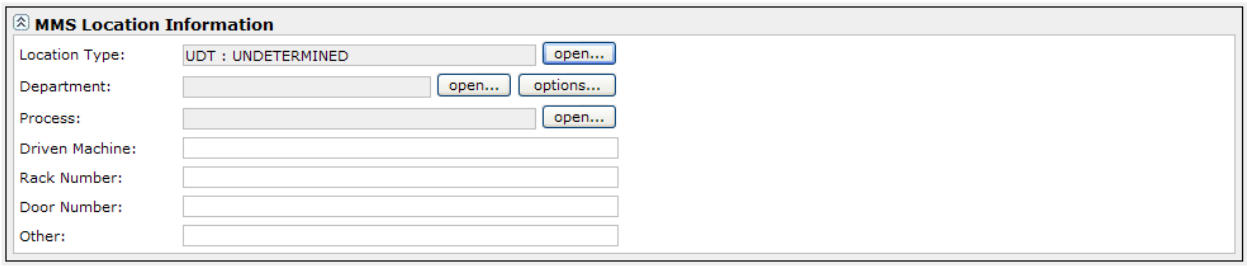
Summary Bill Date:	10/26/2007 [calendar...]	Plant Personnel:	R HYMAN
Machine/BT Num:	TUBER 06	In-Service Date:	11/19/2003 9:21 ☐ Unknown [calendar...]
Cost of New:	$ 355.67	Out-Service Date:	10/2/2007 [calendar...]
		Downtime In Hours:	0
Estimated Repair Cost:	$ 163.00	Failed On Install:	☐
RPCS Exchange Price:	$		
RPCS New Price:	$ 0		
Previous Repair Cost:	$ 0.00	Tax:	$ 0.00
Evaluation Fee:	$ 0.00	Transaction Fee:	$ 0.00
Repair Cost:	$ 0.00	Labor Cost:	$ 0.00
Invoice Num:		Invoice Date:	[calendar...]
Cost Savings:	$ 163.00	Cost Savings Type:	ID Excess Inventory Level

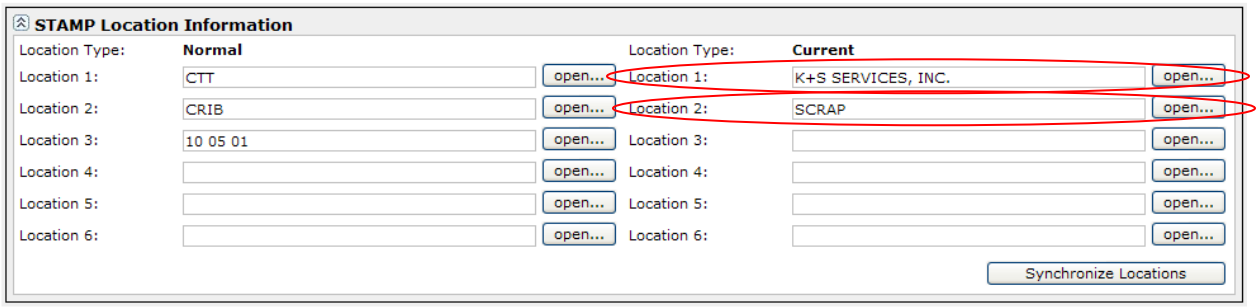


2. Update Part Status.
    a. Change **Part status/Class Code** to **Scrap**.
    b. Change **Disposition** to appropriate disposition:
        i. [93] Scrap After Attempt to Repair.
        ii. [94] Scrap No Attempt to Repair.
        iii. [95] Scrapped No Further Information.
    c. Select **Scrap Date** as today's date.
    d. Under **Authorizer** enter the person's name at the plant who gave authorization to scrap the part.
    e. Under **Reason** enter in why the part was scrapped. E.g. BER - Beyond Economical Repair, Repair Cost exceeds Cost of New, Repair Cost exceeds 60% of Cost of New, Reduction of Inventory levels.
    f. Under **Current Location Type**:
        i. **Location 1** = Vendor Name if part is scrapped at vendor.
        ii. **Location 2** = Scrap.

Part Screen – Scrap Part replace screen shot – when part status = scrap make three fields mandatory.

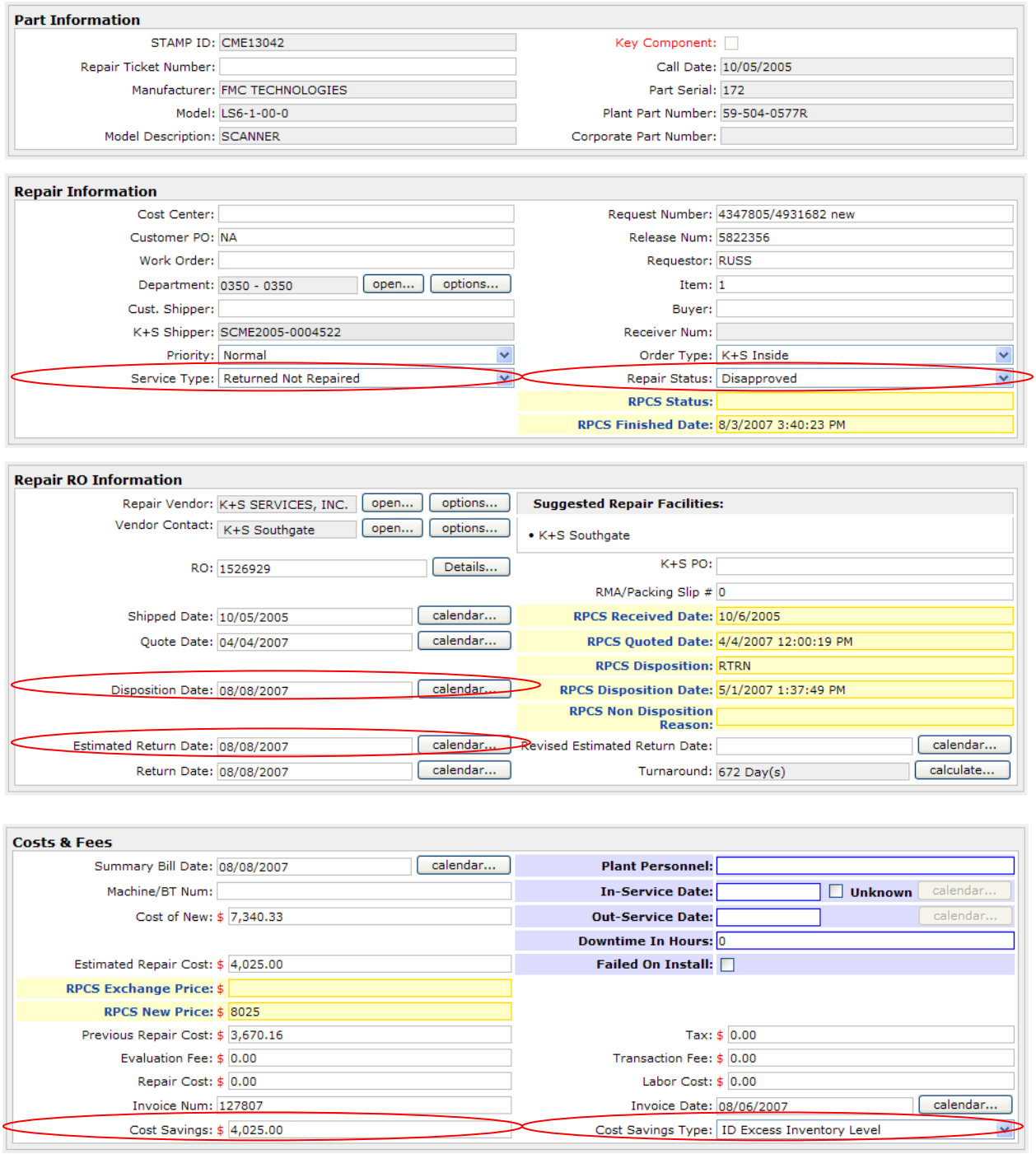






iii. Disapproval of order - Return Not Repaired (RNR) part.

1. Update repair ticket.
    a. Go to **Repair Tickets** and click on **Repair Ticket** from Home Page.
    b. Click **View Repair Ticket**.
    c. Select **Customer**, **Plant**, and enter in the **Tag Number** (S.T.A.M.P. ID No.) and hit **Enter** or click **Go**.
    d. Enter **'No PO'** in the Customer PO field, unless customer issues a PO.
    e. Select **Service Type** as **Returned Not Repaired**.
    f. Enter **Disposition Date** as today's date.
    g. Enter **Estimated Returned Date**.
        i. Add Estimate Delivery time (in days) from quote to today's date.
        E.g. Today's Date = 10/10/07
        Estimate Delivery = 21 days
        Estimated Returned Date = 10/31/07
    h. Change **Repair Status** to **Disapproved**.
    i. Figure **Cost Savings** and enter into Cost Savings field [Cost Savings = Quoted Repair Cost].
        i. If there is no Quoted Repair Cost. [Cost Savings = Cost of New].
    j. Update **Cost Savings Type** to **ID Excess Inventory**.
    k. In the Resolution box type, **"RNR, the Date, and the person who approved the item to be RNR'd"**.
    l. Click **Update Record**.



Part Information

STAMP ID:	CME13042	Key Component:	
Repair Ticket Number:		Call Date:	10/05/2005
Manufacturer:	FMC TECHNOLOGIES	Part Serial:	172
Model:	LS6-1-00-0	Plant Part Number:	59-504-0577R
Model Description:	SCANNER	Corporate Part Number:	

Repair Information

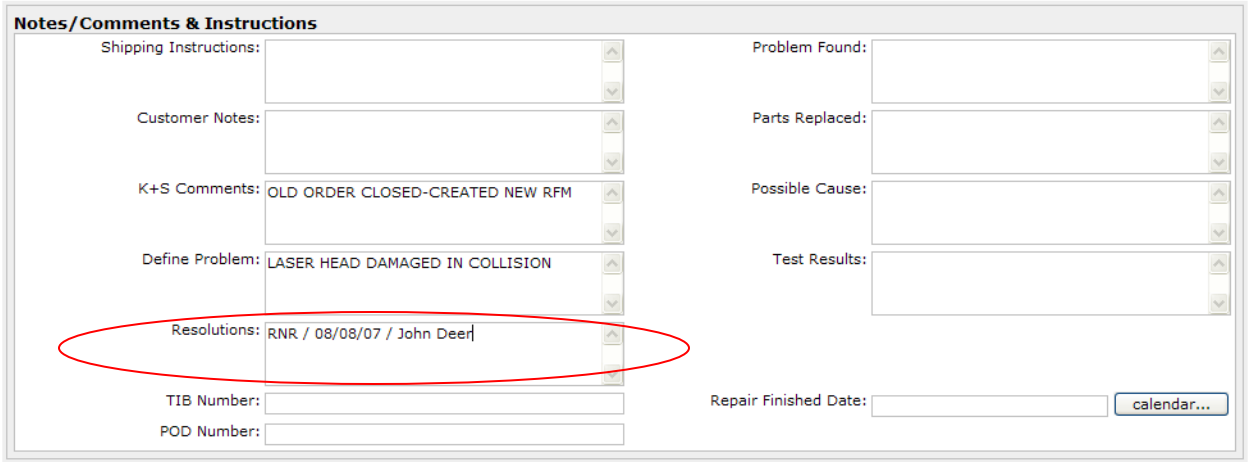
Cost Center:		Request Number:	4347805/4931682 new
Customer PO:	NA	Release Num:	5822356
Work Order:		Requestor:	RUSS
Department:	0350 - 0350 [open...] [options...]	Item:	1
Cust. Shipper:		Buyer:	
K+S Shipper:	SCME2005-0004522	Receiver Num:	
Priority:	Normal	Order Type:	K+S Inside
Service Type:	Returned Not Repaired	Repair Status:	Disapproved
		RPCS Status:	
		RPCS Finished Date:	8/3/2007 3:40:23 PM

Repair RO Information

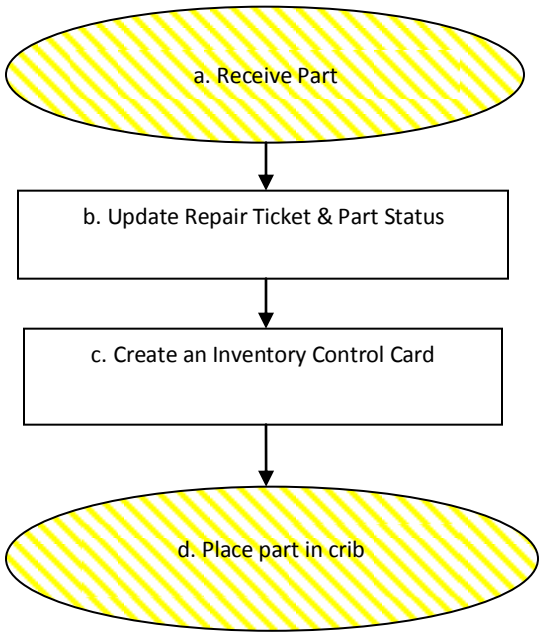
Repair Vendor:	K+S SERVICES, INC. [open...] [options...]	Suggested Repair Facilities:	
Vendor Contact:	K+S Southgate [open...] [options...]	• K+S Southgate	
RO:	1526929 [Details...]	K+S PO:	
		RMA/Packing Slip #	0
Shipped Date:	10/05/2005 [calendar...]	RPCS Received Date:	10/6/2005
Quote Date:	04/04/2007 [calendar...]	RPCS Quoted Date:	4/4/2007 12:00:19 PM
		RPCS Disposition:	RTRN
Disposition Date:	08/08/2007 [calendar...]	RPCS Disposition Date:	5/1/2007 1:37:49 PM
		RPCS Non Disposition Reason:	
Estimated Return Date:	08/08/2007 [calendar...]	Revised Estimated Return Date:	[calendar...]
Return Date:	08/08/2007 [calendar...]	Turnaround:	672 Day(s) [calculate...]

Costs & Fees

Summary Bill Date:	08/08/2007 [calendar...]	Plant Personnel:	
Machine/BT Num:		In-Service Date:	Unknown [calendar...]
Cost of New: $	7,340.33	Out-Service Date:	[calendar...]
		Downtime In Hours:	0
Estimated Repair Cost: $	4,025.00	Failed On Install:	
RPCS Exchange Price: $			
RPCS New Price: $	8025		
Previous Repair Cost: $	3,670.16	Tax: $	0.00
Evaluation Fee: $	0.00	Transaction Fee: $	0.00
Repair Cost: $	0.00	Labor Cost: $	0.00
Invoice Num:	127807	Invoice Date:	08/06/2007 [calendar...]
Cost Savings: $	4,025.00	Cost Savings Type:	ID Excess Inventory Level


Notes/Comments & Instructions
Shipping Instructions:
Problem Found:
Customer Notes:
Parts Replaced:
K+S Comments:
OLD ORDER CLOSED-CREATED NEW RFM
Possible Cause:
Define Problem:
LASER HEAD DAMAGED IN COLLISION
Test Results:
Resolutions:
RNR / 08/08/07 / John Deer
TIB Number:
Repair Finished Date:
calendar...
POD Number:

Process Flow Chart - REPAIR & NEW PARTS COMING IN & PARTS GOING INTO INVENTORY



Legend

Customer's Responsibility

K+S's Responsibility

Customer's and/or K+S's Responsibility

E. REPAIR & NEW PARTS COMING IN – Record all parts that are put back into stored area and enter into database. Barcode all spare parts in a stored area and enter into database.

a. Receive Part.

i. Verify the part to the incoming paper work.

1. S.T.A.M.P. Id.
2. Model No.
3. Serial No.

ii. Remove the repair report from the part.

1. If the Customer requires the Repair Report to be with the part, make a copy of the Repair Report and file.

b. Update Repair Ticket & Part Status.

i. Part is Repaired.

1. Update Repair Ticket.

a. Go to **Repair Tickets** and click on **Repair Ticket** from Home Page.

b. Click **View Repair Ticket**.

c. Select **Customer**, **Plant**, and enter in the **Tag Number** (S.T.A.M.P. ID No.) and click **Go**.

d. Enter the **Returned date**. (Repair Status will automatically change to Returned).

e. Click the **Calculate button** for **Turnaround**.

f. Enter **Resolution, Problem found, Parts replaced, Possible Cause,** and **Test Results**.

i. If **no Repair Report** comes with part you will not be able to enter the information for the fields above. Please denote "No Repair Report with Part" under Resolutions. You must contact the vendor for the repair report and continue calling until you receive the repair report.

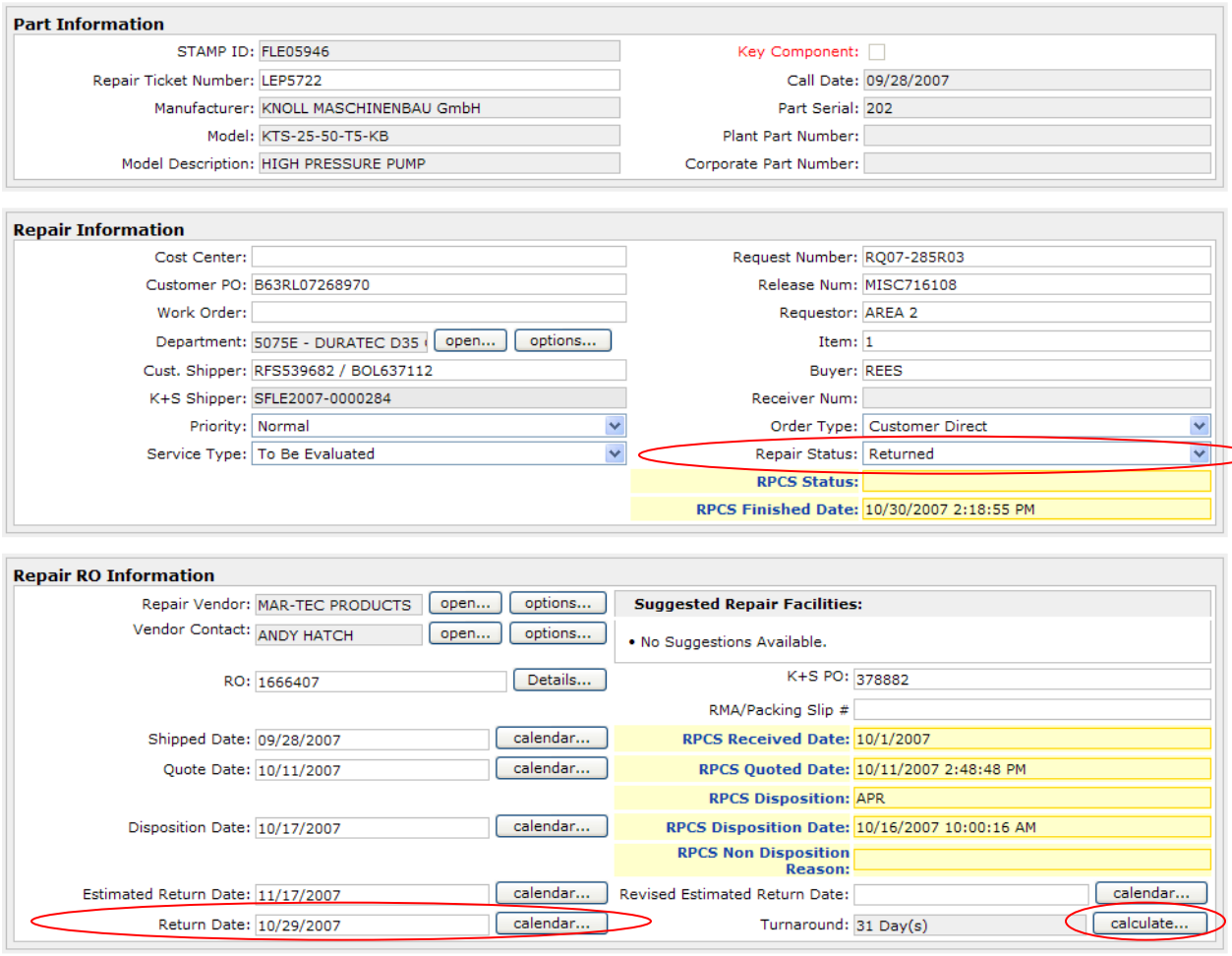
g. Enter **POD number** (Packing Slip No).

h. Under **Repair Finished Date** enter date part was received.

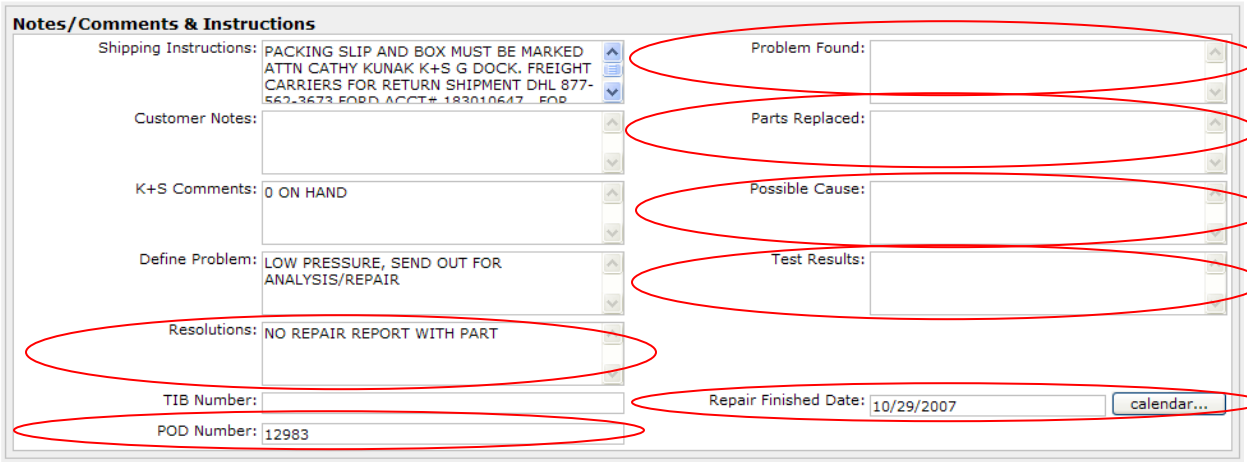
i. Click **Update Record**. (Once you click Update Record the system will automatically take you to the Part Status screen.)

Note: If no packing slip was received with the returned part you must create a receiver. Once the part status has been completed you must create a receiver.

Repair Ticket Screen - for a Repaired Part Coming In

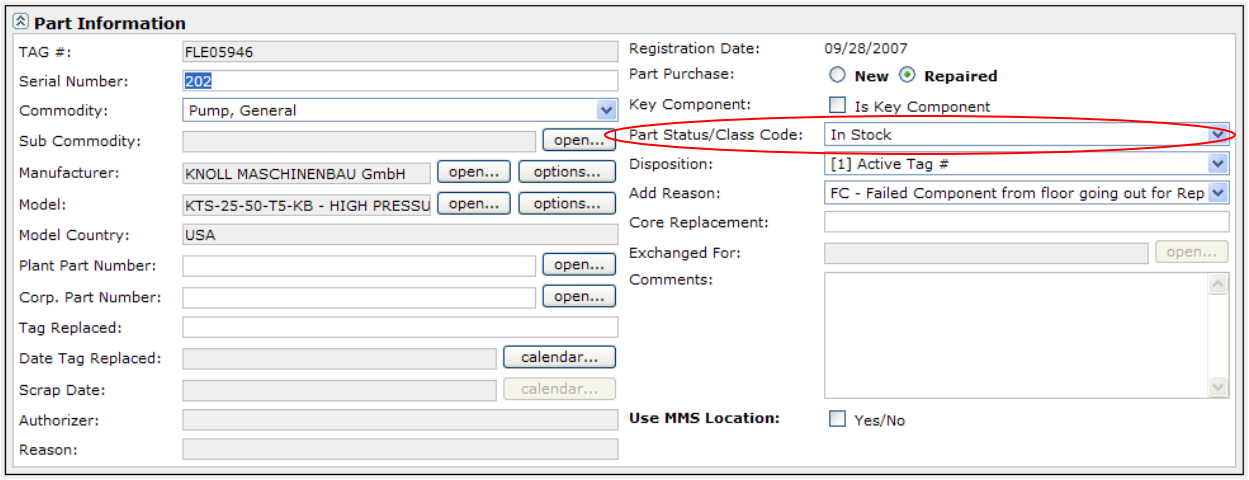


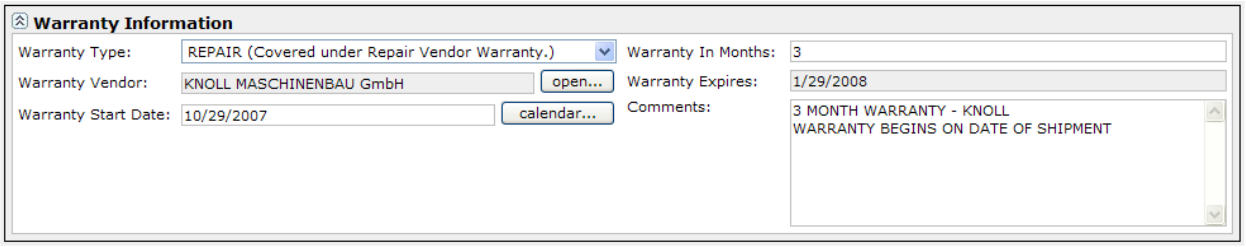
Enter in Cost savings Screen Shot & instructions

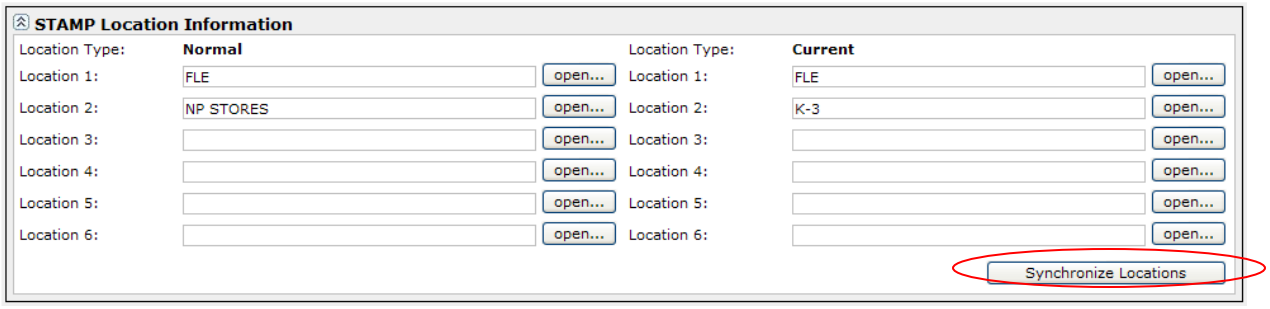

Notes/Comments & Instructions
Shipping Instructions: PACKING SLIP AND BOX MUST BE MARKED ATTN CATHY KUNAK K+S G DOCK. FREIGHT CARRIERS FOR RETURN SHIPMENT DHL 877-
Problem Found:
Customer Notes:
Parts Replaced:
K+S Comments: 0 ON HAND
Possible Cause:
Define Problem: LOW PRESSURE, SEND OUT FOR ANALYSIS/REPAIR
Test Results:
Resolutions: NO REPAIR REPORT WITH PART
TIB Number:
Repair Finished Date: 10/29/2007 calendar...
POD Number: 12983

2. Update Part Status.
    a. Change Part Status to **In Stock**. If the plant has an emergency situation and requires the part be installed immediately in a machine proceed to step, **F. PARTS FROM CRIB TO FLOOR & PARTS INTO MACHINE**.
    b. Update warranty information.
    c. Synchronize locations if part was returned to the normal location. If part was not returned to normal location update the current location to identify where the part is at.
    d. Click **Update Record**.
    e. Create a receiver, if no packing slip was received with the returned part.

Part Status Screen – for a Repaired Part Coming In





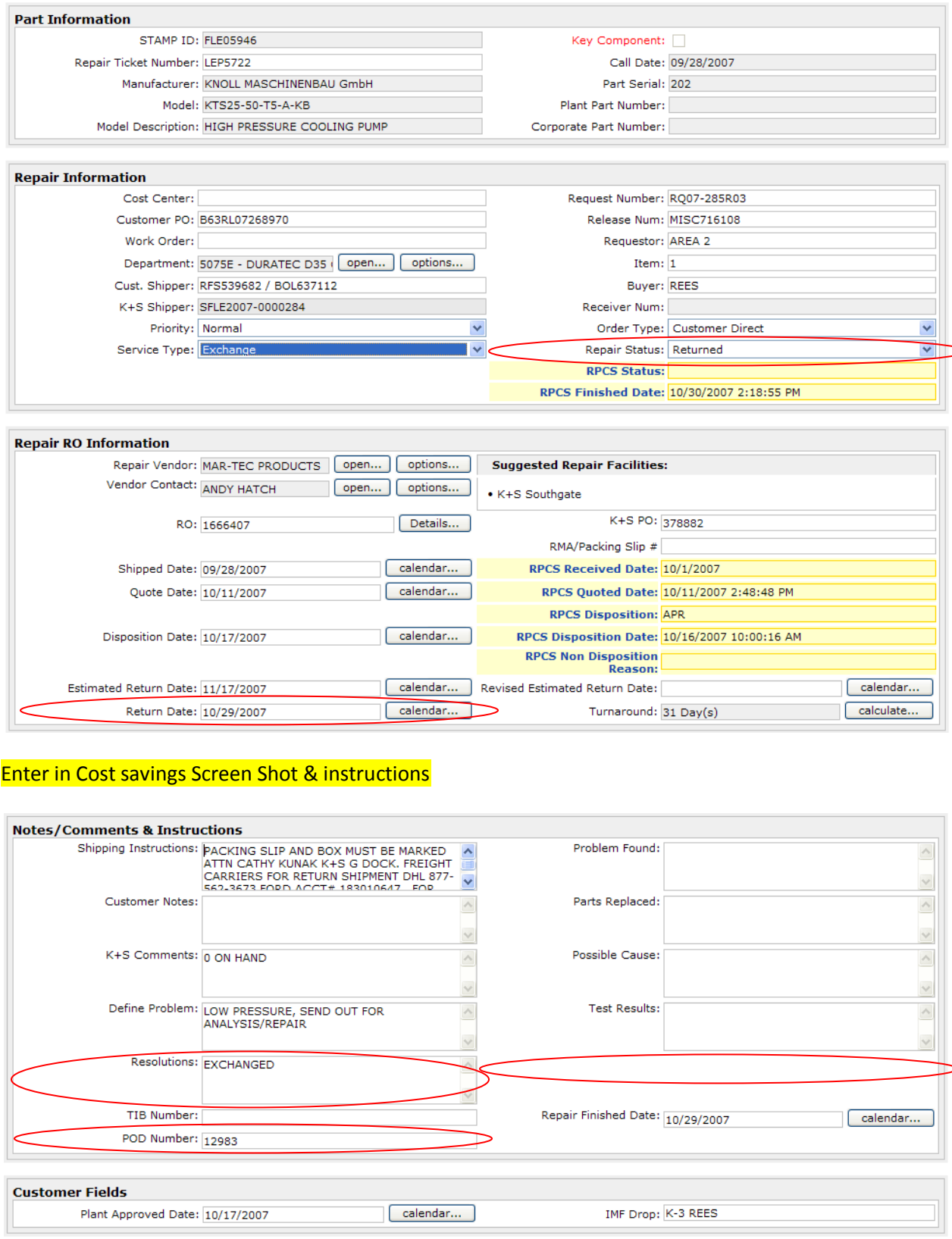


ii. Part is Exchanged with New or Refurbished unit.

1. Update Repair Ticket.
    a. Go to **Repair Tickets** and click on **Repair Ticket** from Home Page.
    b. Click **View Repair Ticket**.
    c. Select **Customer**, **Plant**, and enter in the **Tag Number** (S.T.A.M.P. ID No.) and click **Go**.
    d. Enter the **Returned date**. (Repair Status will automatically change to Returned).
    e. Under **Resolution,** type in “Exchanged”.
        i. **No Repair Report** comes with part.
    f. Enter **POD number** (Packing Slip No).
    g. Under **Repair Finished Date** enter date part was received.
    h. Click **Update Record**. (Once you click Update Record the system will automatically take you to the Part Status screen.)

Note: If no packing slip was received with the returned part you must create a receiver. Once the part status has been completed you must create a receiver.

Repair Ticket Screen - for an Exchanged Part Coming In



Part Information

STAMP ID:	FLE05946	Key Component:	
Repair Ticket Number:	LEP5722	Call Date:	09/28/2007
Manufacturer:	KNOLL MASCHINENBAU GmbH	Part Serial:	202
Model:	KTS25-50-T5-A-KB	Plant Part Number:	
Model Description:	HIGH PRESSURE COOLING PUMP	Corporate Part Number:	

Repair Information

Cost Center:		Request Number:	RQ07-285R03
Customer PO:	B63RL07268970	Release Num:	MISC716108
Work Order:		Requestor:	AREA 2
Department:	5075E - DURATEC D35 (open... options...	Item:	1
Cust. Shipper:	RFS539682 / BOL637112	Buyer:	REES
K+S Shipper:	SFLE2007-0000284	Receiver Num:	
Priority:	Normal	Order Type:	Customer Direct
Service Type:	Exchange	Repair Status:	Returned
		RPCS Status:	
		RPCS Finished Date:	10/30/2007 2:18:55 PM

Repair RO Information

Repair Vendor:	MAR-TEC PRODUCTS open... options...	Suggested Repair Facilities:	
Vendor Contact:	ANDY HATCH open... options...	• K+S Southgate	
RO:	1666407 Details...	K+S PO:	378882
		RMA/Packing Slip #	
Shipped Date:	09/28/2007 calendar...	RPCS Received Date:	10/1/2007
Quote Date:	10/11/2007 calendar...	RPCS Quoted Date:	10/11/2007 2:48:48 PM
		RPCS Disposition:	APR
Disposition Date:	10/17/2007 calendar...	RPCS Disposition Date:	10/16/2007 10:00:16 AM
		RPCS Non Disposition Reason:	
Estimated Return Date:	11/17/2007 calendar...	Revised Estimated Return Date:	calendar...
Return Date:	10/29/2007 calendar...	Turnaround:	31 Day(s) calculate...

Enter in Cost savings Screen Shot & instructions

Notes/Comments & Instructions

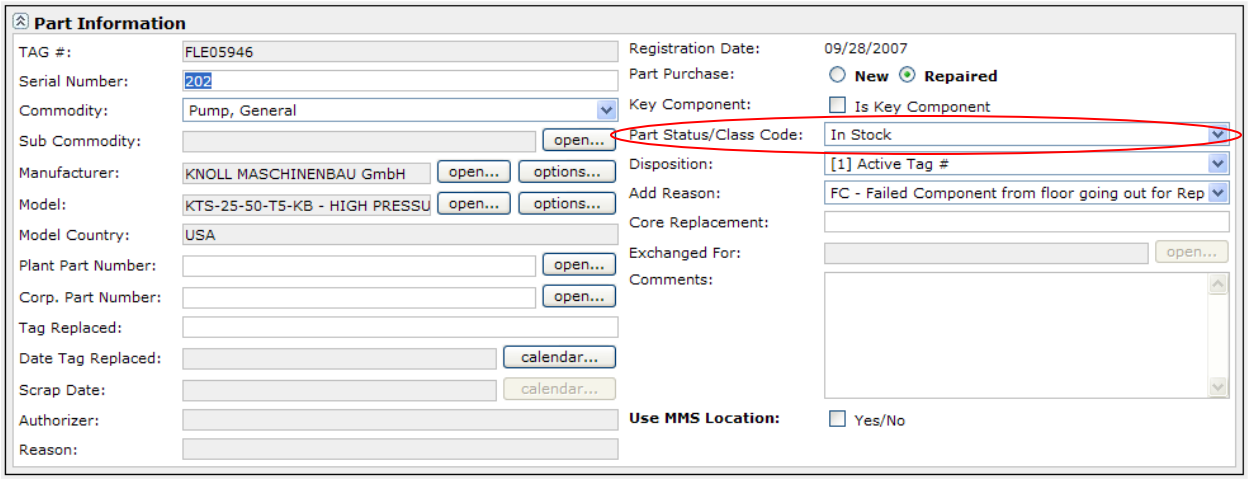
Shipping Instructions:	PACKING SLIP AND BOX MUST BE MARKED ATTN CATHY KUNAK K+S G DOCK. FREIGHT CARRIERS FOR RETURN SHIPMENT DHL 877-562-3673 FORD ACCT# 183010647 FOR	Problem Found:	
Customer Notes:		Parts Replaced:	
K+S Comments:	0 ON HAND	Possible Cause:	
Define Problem:	LOW PRESSURE, SEND OUT FOR ANALYSIS/REPAIR	Test Results:	
Resolutions:	EXCHANGED		
TIB Number:		Repair Finished Date:	10/29/2007 calendar...
POD Number:	12983		

Customer Fields

Plant Approved Date:	10/17/2007 calendar...	IMF Drop:	K-3 REES

2. Update Part Status.
    a. Change Part Status to **In Stock**. If the plant has an emergency situation and requires the part be installed immediately in a machine proceed to step, **F. PARTS FROM CRIB TO FLOOR & PARTS INTO MACHINE**.
    b. Synchronize locations if part was returned to the normal location. If part was not returned to normal location update the current location to identify where the part is at.
    c. Click **Update Record**.
    d. Create a receiver, if no packing slip was received with the returned part.

Part Status Screen - for an Exchanged Part Coming In

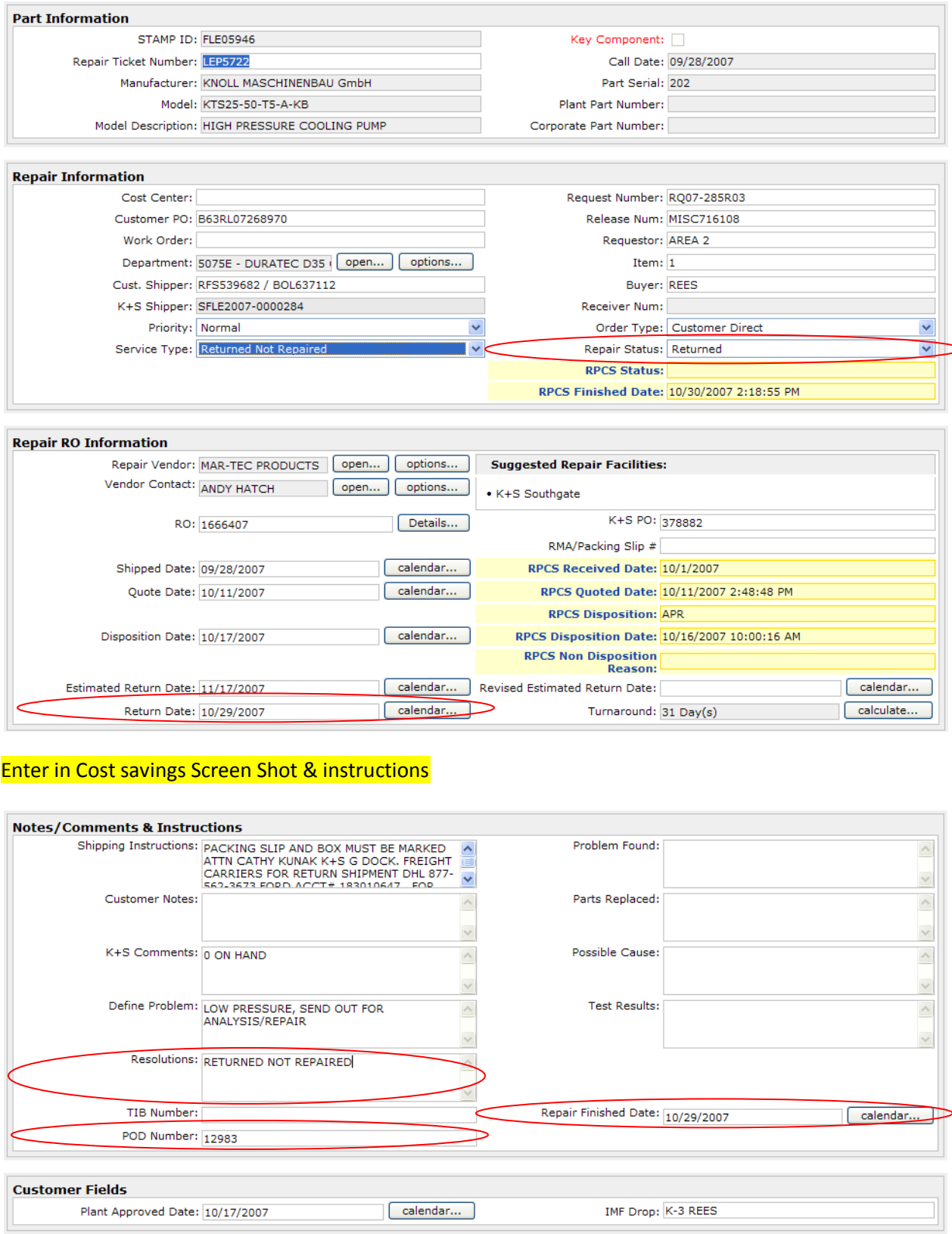


iii. Part is RNR.

1. Update Repair Ticket.
    a. Go to **Repair Tickets** and click on **Repair Ticket** from Home Page.
    b. Click **View Repair Ticket**.
    c. Select **Customer**, **Plant**, and enter in the **Tag Number** (S.T.A.M.P. ID No.) and click **Go**.
    d. Enter the **Returned date**. (Repair Status will automatically change to Returned).
    e. Under **Resolution,** type "Returned Not Repaired".
        i. N**o Repair Report** comes with the part.
    f. Enter **POD number** (Packing Slip No).
    g. Under **Repair Finished Date** enter date part was received.
    h. Click **Update Record**. (Once you click Update Record the system will automatically take you to the Part Status screen.)

Note: If no packing slip was received with the returned part you must create a receiver. Once the part status has been completed you must create a receiver.

Repair Ticket Screen - for an RNR Part Coming In



Enter in Cost savings Screen Shot & instructions

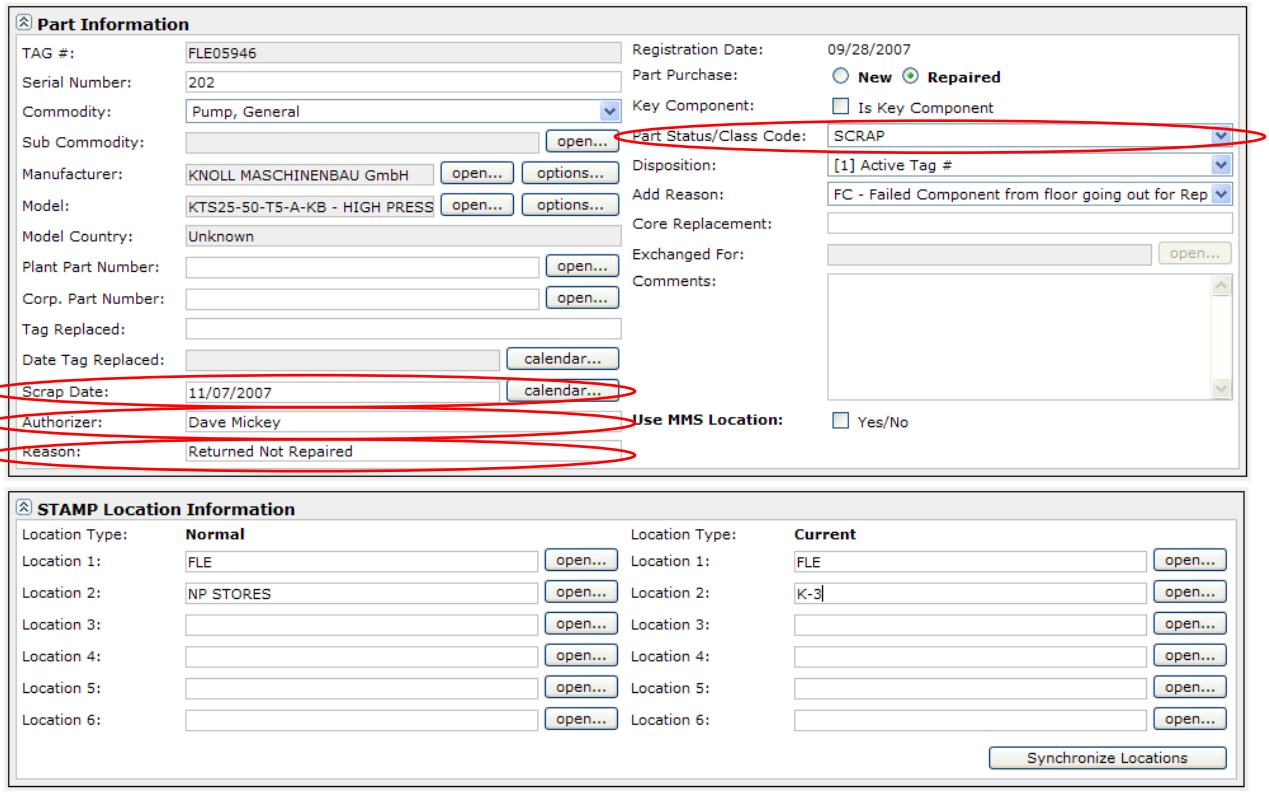
Notes/Comments & Instructions
Shipping Instructions: PACKING SLIP AND BOX MUST BE MARKED ATTN CATHY KUNAK K+S G DOCK. FREIGHT CARRIERS FOR RETURN SHIPMENT DHL 877-
Customer Notes:
K+S Comments: 0 ON HAND
Define Problem: LOW PRESSURE, SEND OUT FOR ANALYSIS/REPAIR
Resolutions: RETURNED NOT REPAIRED
TIB Number:
POD Number: 12983
Problem Found:
Parts Replaced:
Possible Cause:
Test Results:
Repair Finished Date: 10/29/2007
calendar...
Customer Fields
Plant Approved Date: 10/17/2007
calendar...
IMF Drop: K-3 REES

2. Update Part Status.
    a. Change Part Status to **Scrap**.
    b. Enter in **Scrap Date**.
    c. Enter in **Authorizer** of RNR part.
    d. Under **Reason**, enter “Returned not repaired”.
    e. Under **Current Location Type;**

       Location 1 - Plant Code

       Location 2 - Current part location or department.
    f. Click **Update Record**.
    g. Create a receiver, if no packing slip was received with the returned part.

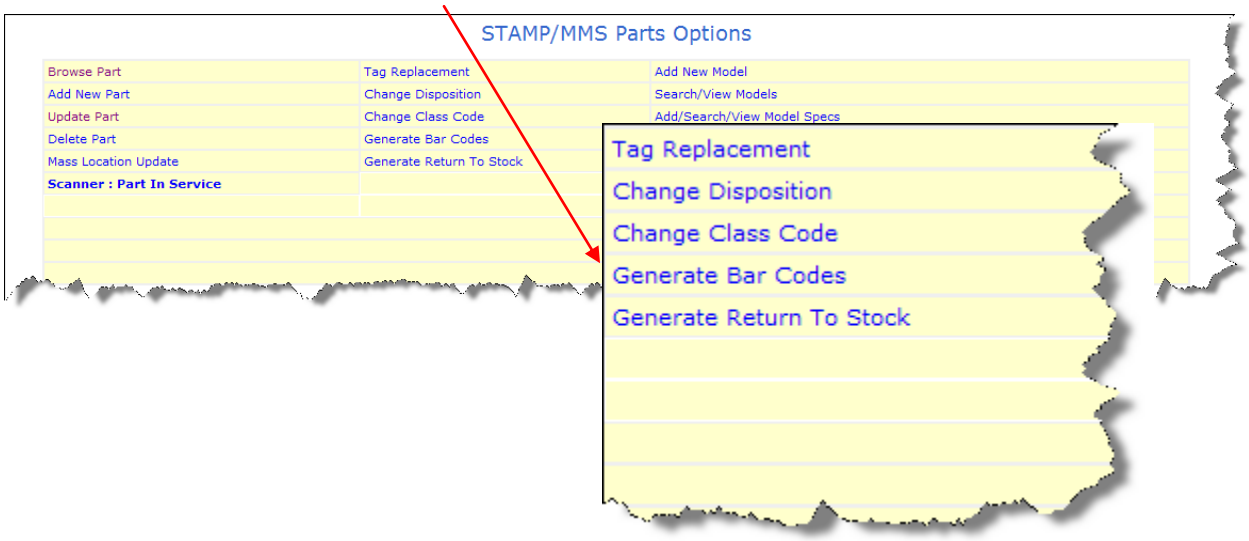
Part Status Screen - for an RNR Part Coming In



c. Create an Inventory Control Card

i. Go to **Parts** on the Home Page.

ii. Click **Generate Bar Codes**.

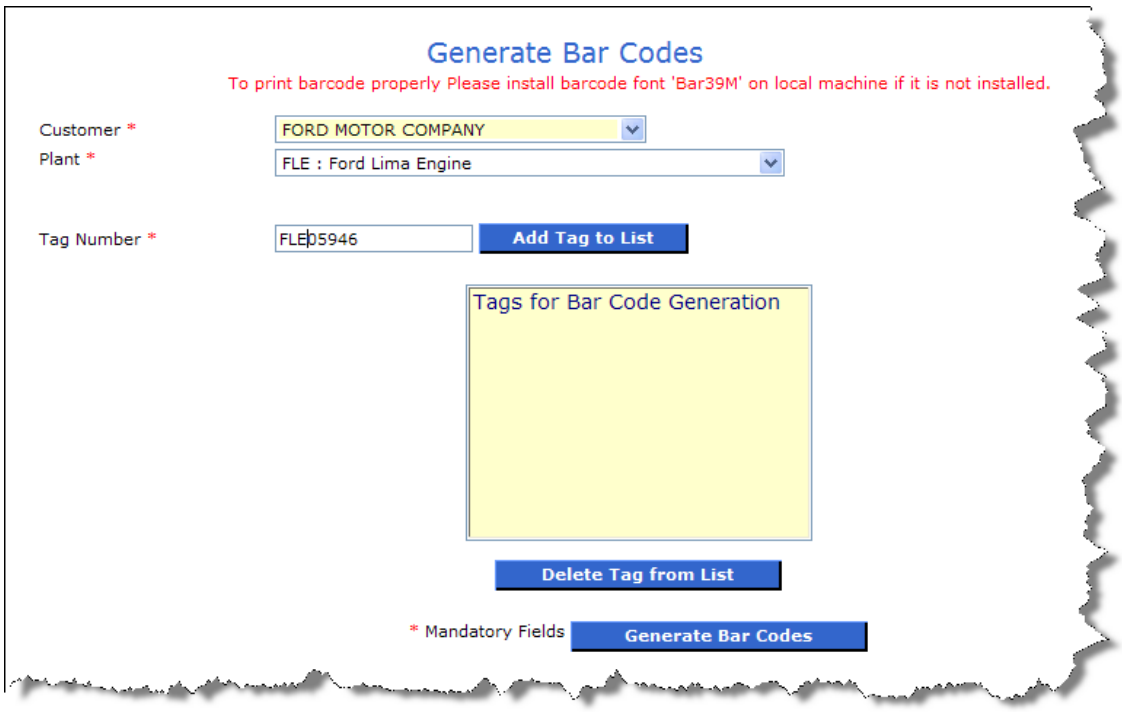


iii. Verify **Customer** and **Plant** name are correct.

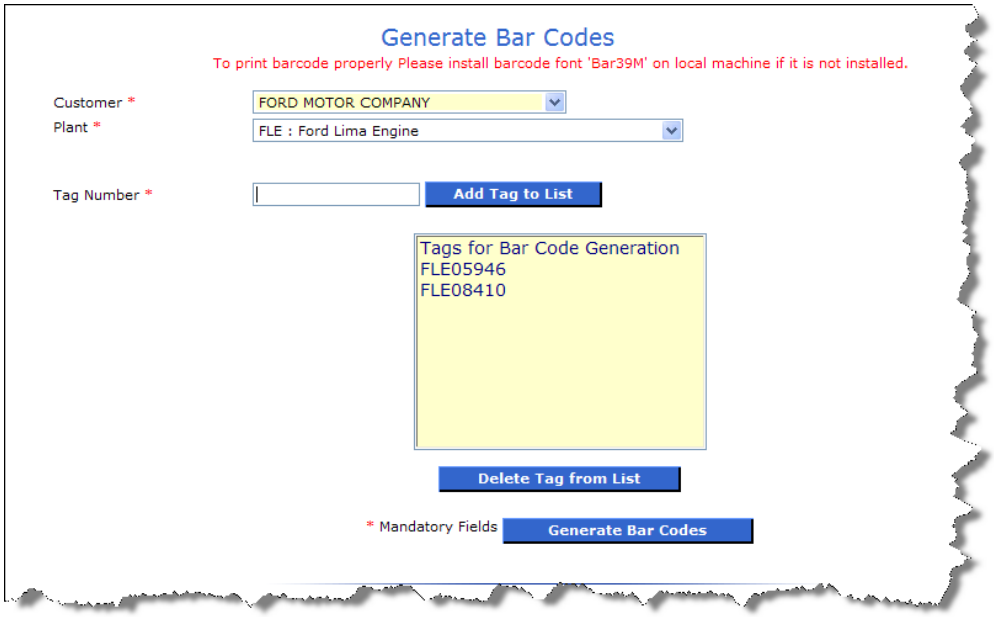
iv. Enter in **S.T.A.M.P. Id** (Tag Number).

v. Click **Add Tag to List**.

The Tag Number will appear in the box after you click the 'Add tag to List' button.


Generate Bar Codes
To print barcode properly Please install barcode font 'Bar39M' on local machine if it is not installed.
Customer *
FORD MOTOR COMPANY
Plant *
FLE : Ford Lima Engine
Tag Number *
FLE05946
Add Tag to List
Tags for Bar Code Generation
Delete Tag from List
* Mandatory Fields
Generate Bar Codes

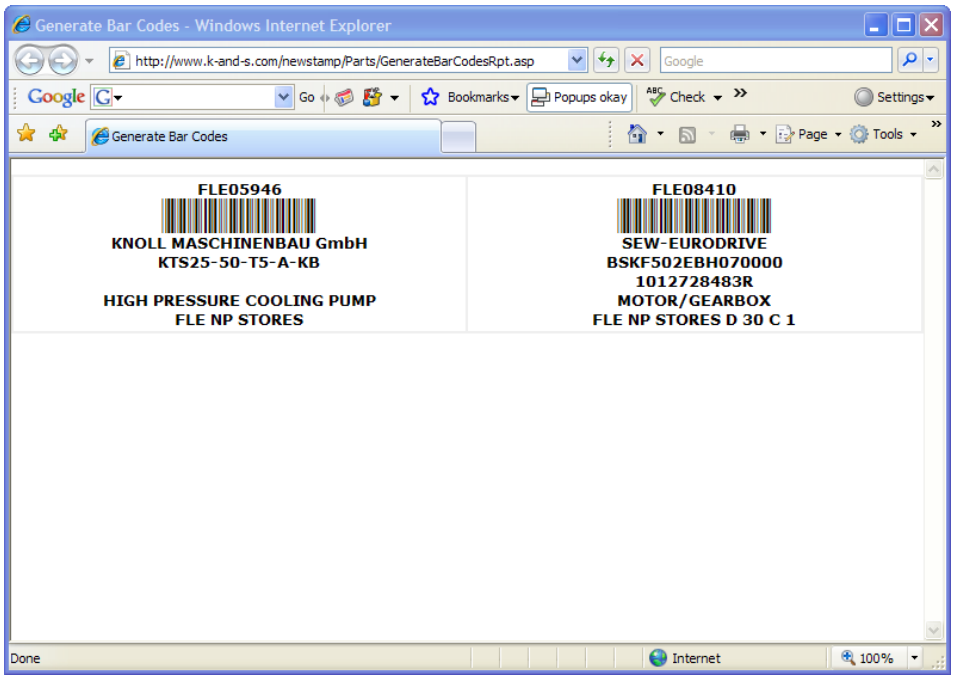
Multiple Bar Codes


Generate Bar Codes
To print barcode properly Please install barcode font 'Bar39M' on local machine if it is not installed.
Customer *
FORD MOTOR COMPANY
Plant *
FLE : Ford Lima Engine
Tag Number *
Add Tag to List
Tags for Bar Code Generation
FLE05946
FLE08410
Delete Tag from List
* Mandatory Fields
Generate Bar Codes

vi. Hit **Generate Bar Codes**.

Note: You may generate Bar Codes for more than one S.T.A.M.P. Id at a time. You are also able to generate S.T.A.M.P. Id's multiple times and delete tags from the list as well. Click on the Tag Number you wish to delete and then click **Delete Tag from List** button.

A screen will appear with the bar codes for the S.T.A.M.P. Id's entered.



vii. Click **Print**.
viii. Cut out bar code(s).
ix. Laminate the bar code(s).
x. Place the bar code on top of a blank envelope and place into a packing slip sleeve to protect it.
xi. Attach the Inventory Control Card to the part.

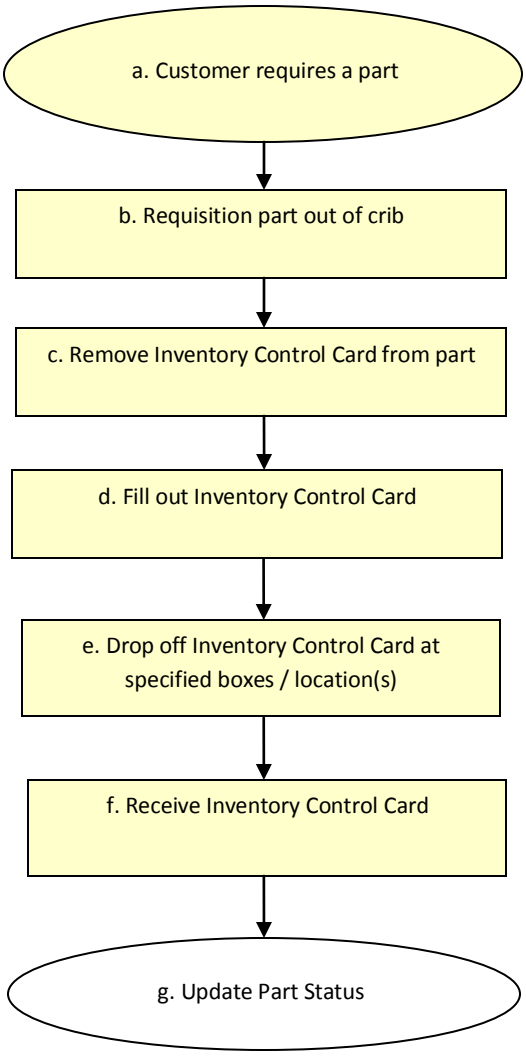
Inventory Control Card (bar code) & Envelope are used for Accurate Inventory & Warranty Recovery Information).

Inventory Control Card on top of envelope inserted in packing slip sleeve.

Inventory control card attached to parts.

d. Place part in crib. (Note: Each customer manages inventory differently. Some customers handle in-coming inventory into the crib. Please find out how your respective customer handles in-going material.)

Process Flow Chart - PARTS FROM CRIB TO FLOOR & INTO MACHINE


a. Customer requires a part
b. Requisition part out of crib
c. Remove Inventory Control Card from part
d. Fill out Inventory Control Card
e. Drop off Inventory Control Card at specified boxes / location(s)
f. Receive Inventory Control Card
g. Update Part Status

Legend

Customer's Responsibility

K+S's Responsibility

F. PARTS FROM CRIB TO FLOOR & INTO MACHINE – When parts are released record who and where parts are going and enter into the database. Barcode all machine driven parts in-service and enter into database.

a. Customer requires a part.

b. Requisition part out of crib.

c. Remove Inventory Control Card from part.

d. Fill out Inventory Control Card with, Name, Date, Department, Machine, and S.T.A.M.P. Id.

e. Drop off Inventory Control Card at specified boxes / location(s).

f. Receive Inventory Control Card from customer.

Inventory Control Card (bar code) & Envelope completed.

g. Update Part Status.

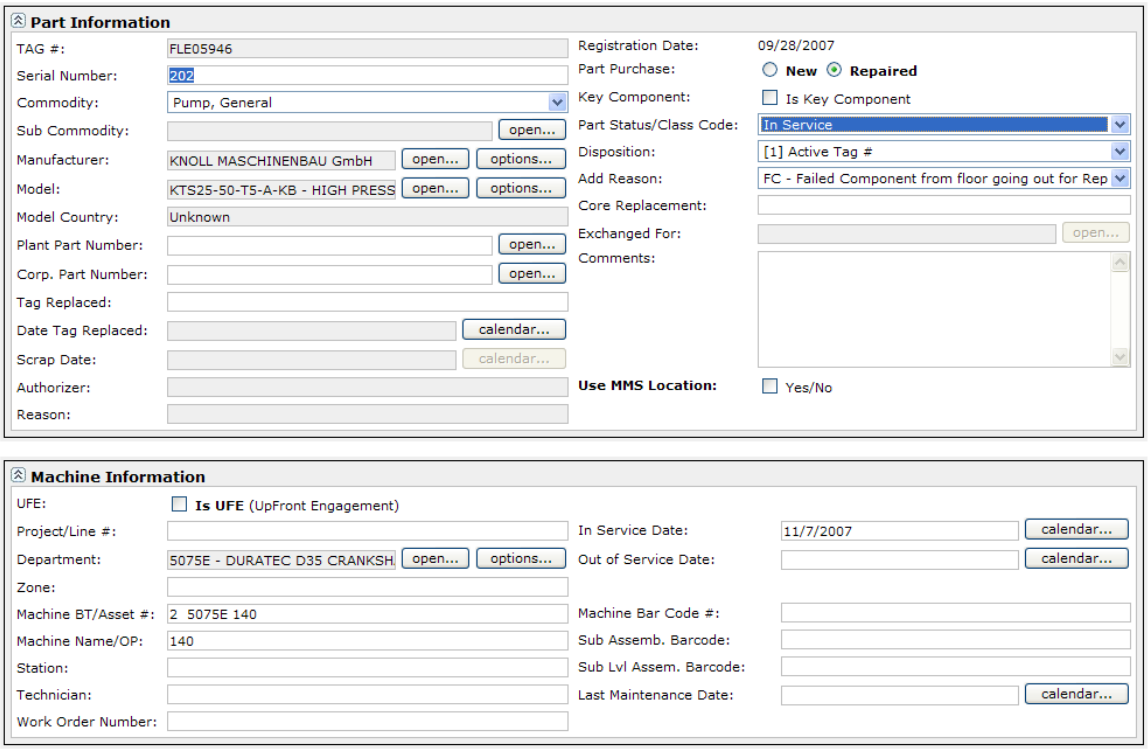
i. Change Part Status to **In Service**.

ii. Update **Department, Machine BT/Asset, Machine Name/Op, and the In Service Date.**

iii. Update **Current Location 1** to Machine Name/Op.

iv. Click **Update Record**.

Part Screen – Part in a Machine



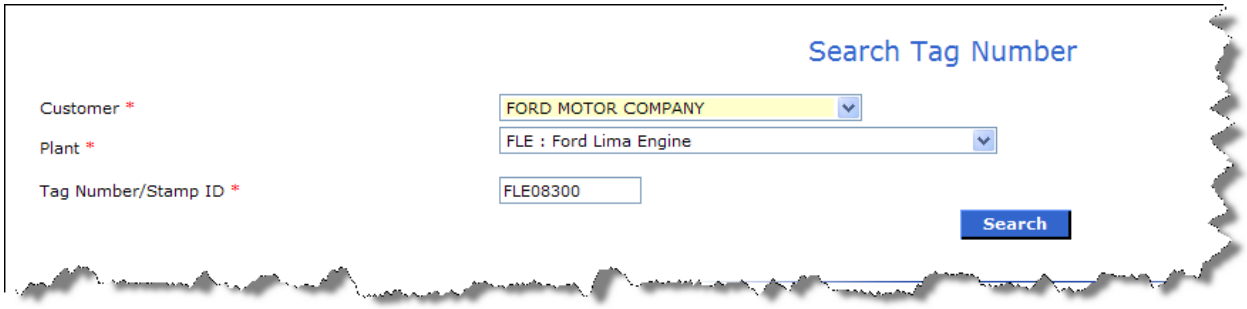
G. Additional Features in S.T.A.M.P.

a. Searches.

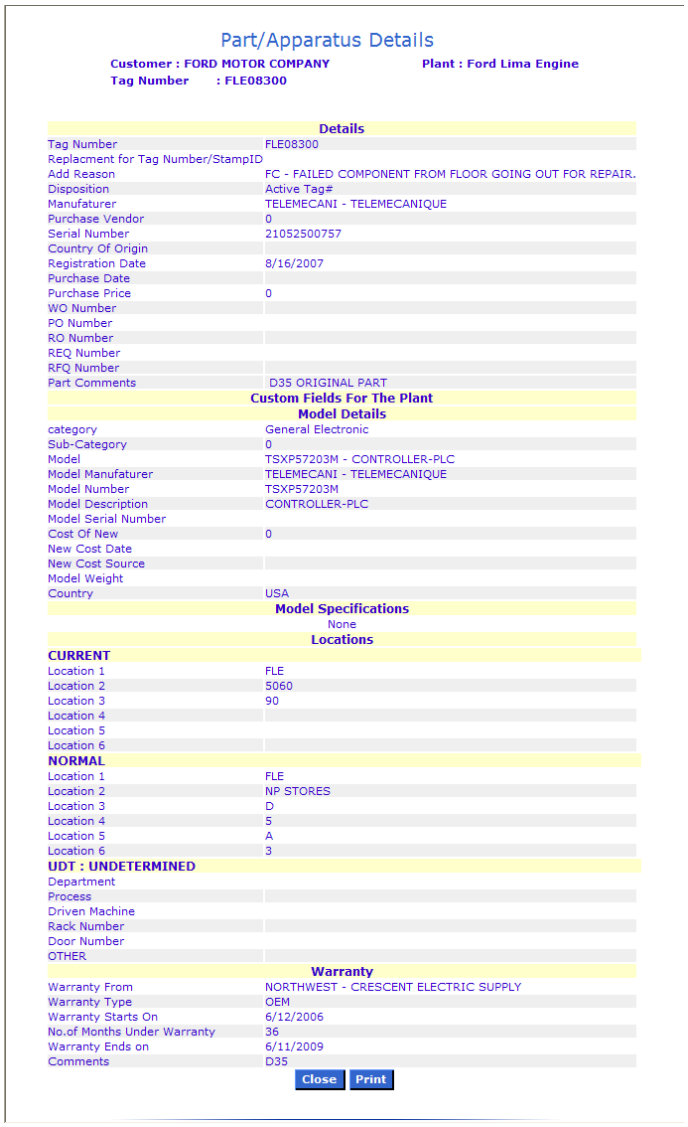
i. Click on **Search** from the Home Page.

ii. Search Parts by Tag Number.

1. Type in **S.T.A.M.P. Id**.
2. Click **Search**.



A list of current information for that tag number is displayed. The information is viewable only.



Part/Apparatus Details

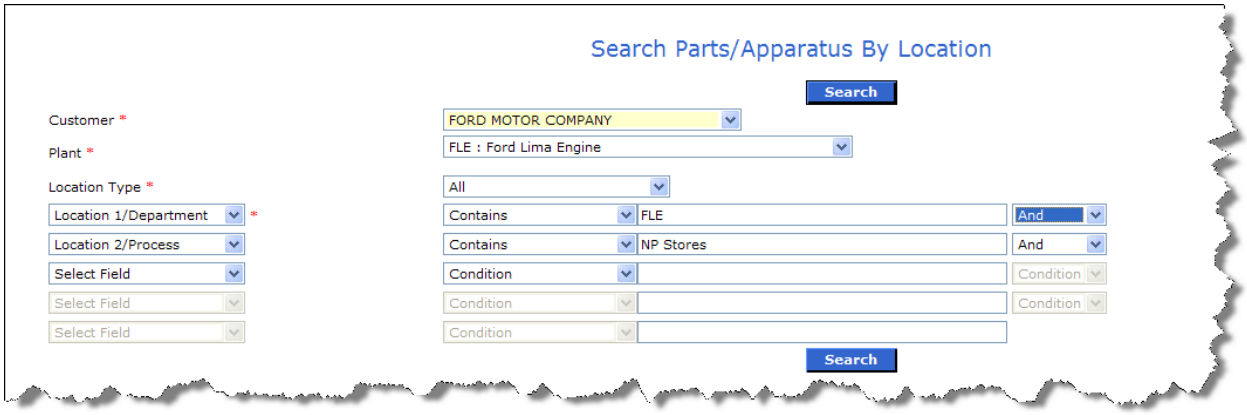
Customer : FORD MOTOR COMPANY **Plant : Ford Lima Engine**
Tag Number : FLE08300

Details	
Tag Number	FLE08300
Replacment for Tag Number/StampID	
Add Reason	FC - FAILED COMPONENT FROM FLOOR GOING OUT FOR REPAIR.
Disposition	Active Tag#
Manufaturer	TELEMECANI - TELEMECANIQUE
Purchase Vendor	0
Serial Number	21052500757
Country Of Origin	
Registration Date	8/16/2007
Purchase Date	
Purchase Price	0
WO Number	
PO Number	
RO Number	
REQ Number	
RFQ Number	
Part Comments	D35 ORIGINAL PART
Custom Fields For The Plant	
Model Details	
category	General Electronic
Sub-Category	0
Model	TSXP57203M - CONTROLLER-PLC
Model Manufaturer	TELEMECANI - TELEMECANIQUE
Model Number	TSXP57203M
Model Description	CONTROLLER-PLC
Model Serial Number	
Cost Of New	0
New Cost Date	
New Cost Source	
Model Weight	
Country	USA
Model Specifications	
None	
Locations	
CURRENT	
Location 1	FLE
Location 2	5060
Location 3	90
Location 4	
Location 5	
Location 6	
NORMAL	
Location 1	FLE
Location 2	NP STORES
Location 3	D
Location 4	5
Location 5	A
Location 6	3
UDT : UNDETERMINED	
Department	
Process	
Driven Machine	
Rack Number	
Door Number	
OTHER	
Warranty	
Warranty From	NORTHWEST - CRESCENT ELECTRIC SUPPLY
Warranty Type	OEM
Warranty Starts On	6/12/2006
No.of Months Under Warranty	36
Warranty Ends on	6/11/2009
Comments	D35

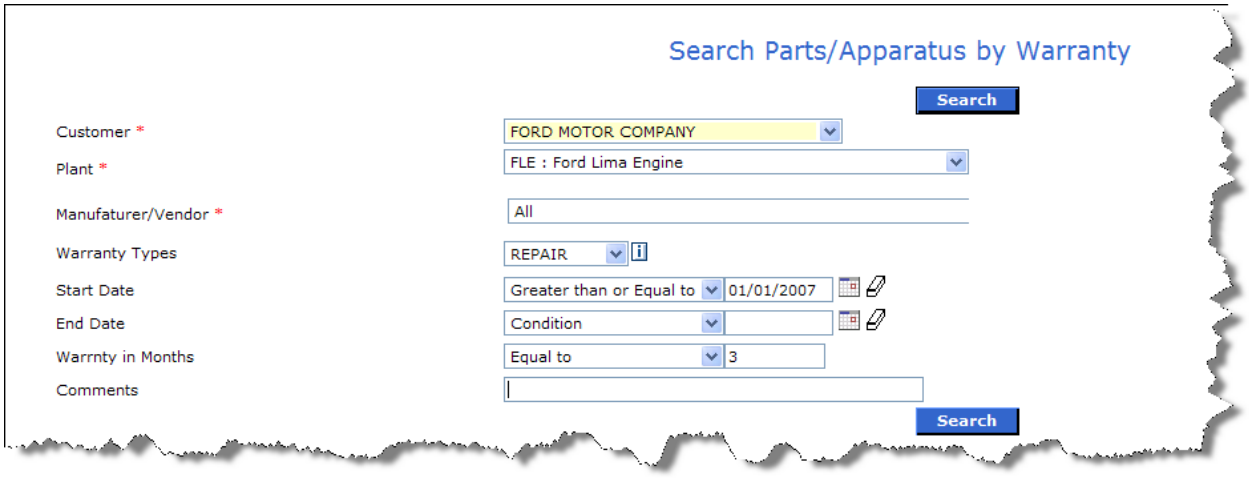
Close Print

iii. Search for Parts by Location. You may narrow down your search by using all five conditions.

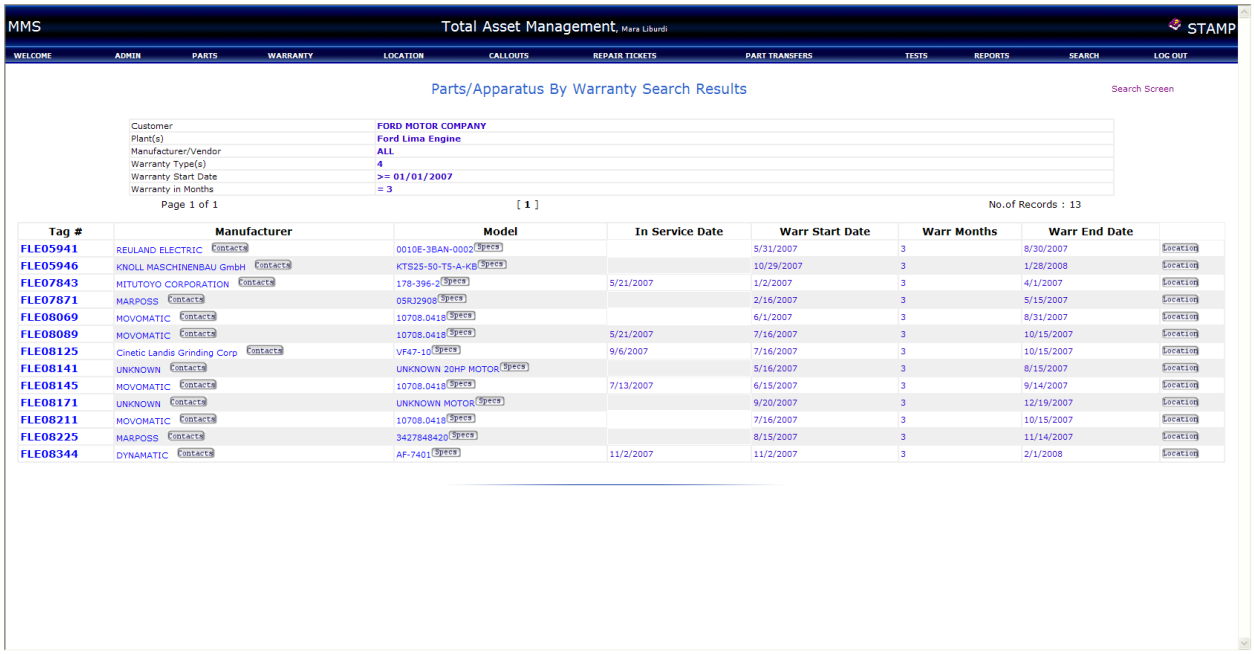
1. Choose All for Location Type.



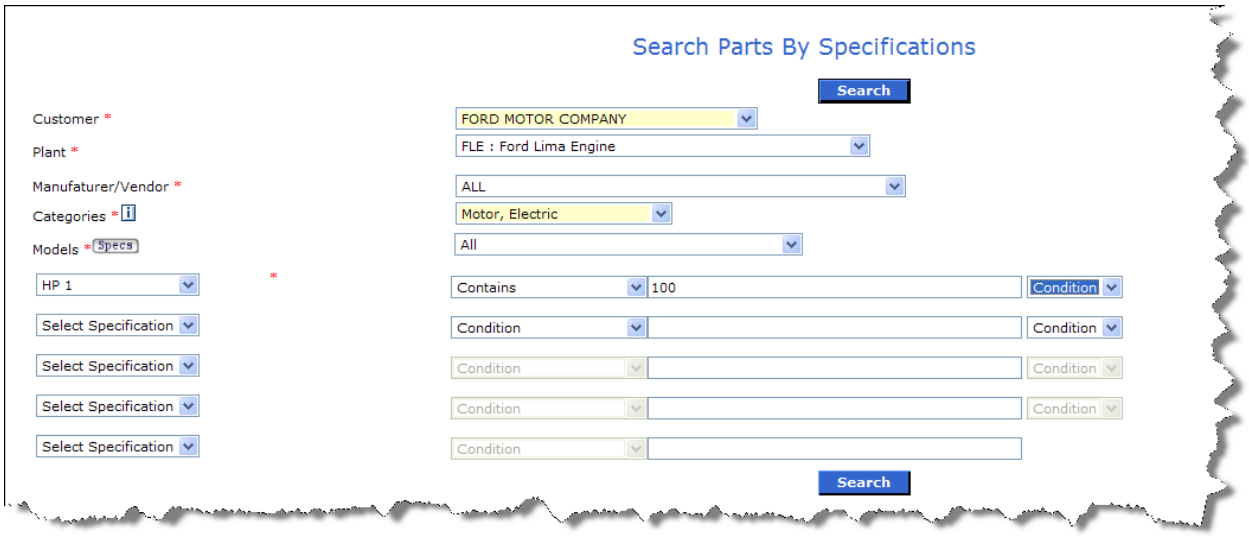
iv. Search Parts by Warranty.



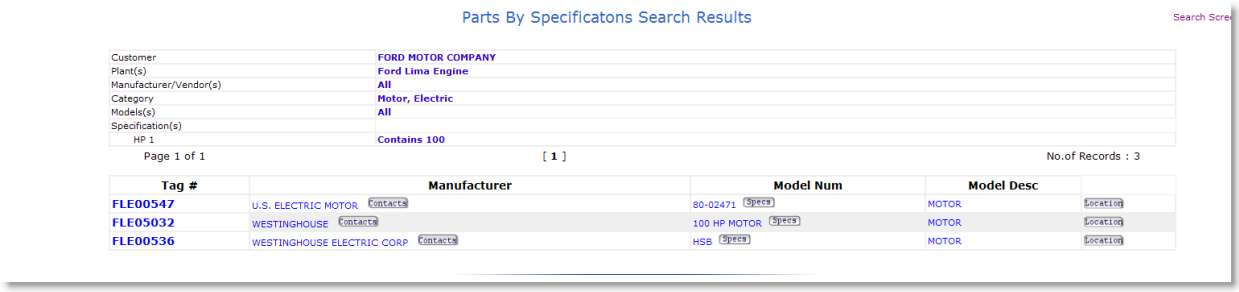
A list of parts that meet the search criteria are displayed. You may click the Tag#, Contacts, Specs, or Location, and current information for that S.T.A.M.P. Id will be displayed.


MMS
Total Asset Management, Mara Liburdi
STAMP
WELCOME ADMIN PARTS WARRANTY LOCATION CALLOUTS REPAIR TICKETS PART TRANSFERS TESTS REPORTS SEARCH LOG OUT
Parts/Apparatus By Warranty Search Results
Search Screen
Customer FORD MOTOR COMPANY
Plant(s) Ford Lima Engine
Manufacturer/Vendor ALL
Warranty Type(s) 4
Warranty Start Date >= 01/01/2007
Warranty in Months = 3
Page 1 of 1
[1]
No.of Records : 13
Tag # Manufacturer Model In Service Date Warr Start Date Warr Months Warr End Date
FLE05941 REULAND ELECTRIC 0010E-3BAN-0002 5/31/2007 3 8/30/2007
FLE05946 KNOLL MASCHINENBAU GmbH KTS25-50-T5-A-KB 10/29/2007 3 1/28/2008
FLE07843 MITUTOYO CORPORATION 178-396-2 5/21/2007 1/2/2007 3 4/1/2007
FLE07871 MARPOSS 05RJ2908 2/16/2007 3 5/15/2007
FLE08069 MOVOMATIC 10708.0418 6/1/2007 3 8/31/2007
FLE08089 MOVOMATIC 10708.0418 5/21/2007 7/16/2007 3 10/15/2007
FLE08125 Cinetic Landis Grinding Corp VF47-10 9/6/2007 7/16/2007 3 10/15/2007
FLE08141 UNKNOWN UNKNOWN 20HP MOTOR 5/16/2007 3 8/15/2007
FLE08145 MOVOMATIC 10708.0418 7/13/2007 6/15/2007 3 9/14/2007
FLE08171 UNKNOWN UNKNOWN MOTOR 9/20/2007 3 12/19/2007
FLE08211 MOVOMATIC 10708.0418 7/16/2007 3 10/15/2007
FLE08225 MARPOSS 3427848420 8/15/2007 3 11/14/2007
FLE08344 DYNAMATIC AF-7401 11/2/2007 11/2/2007 3 2/1/2008

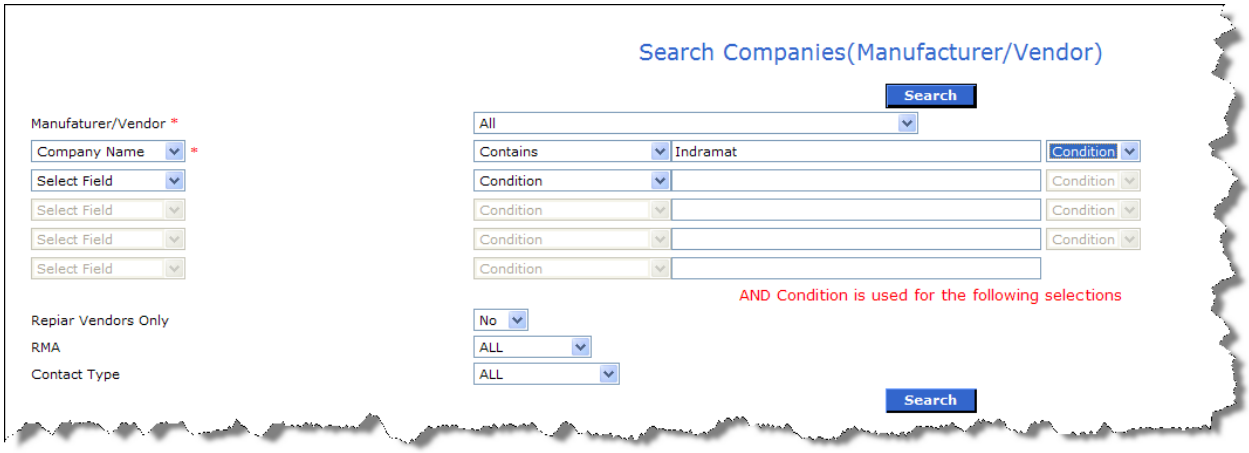
v. Search Parts by Specs. You may narrow down your search by using all five conditions.



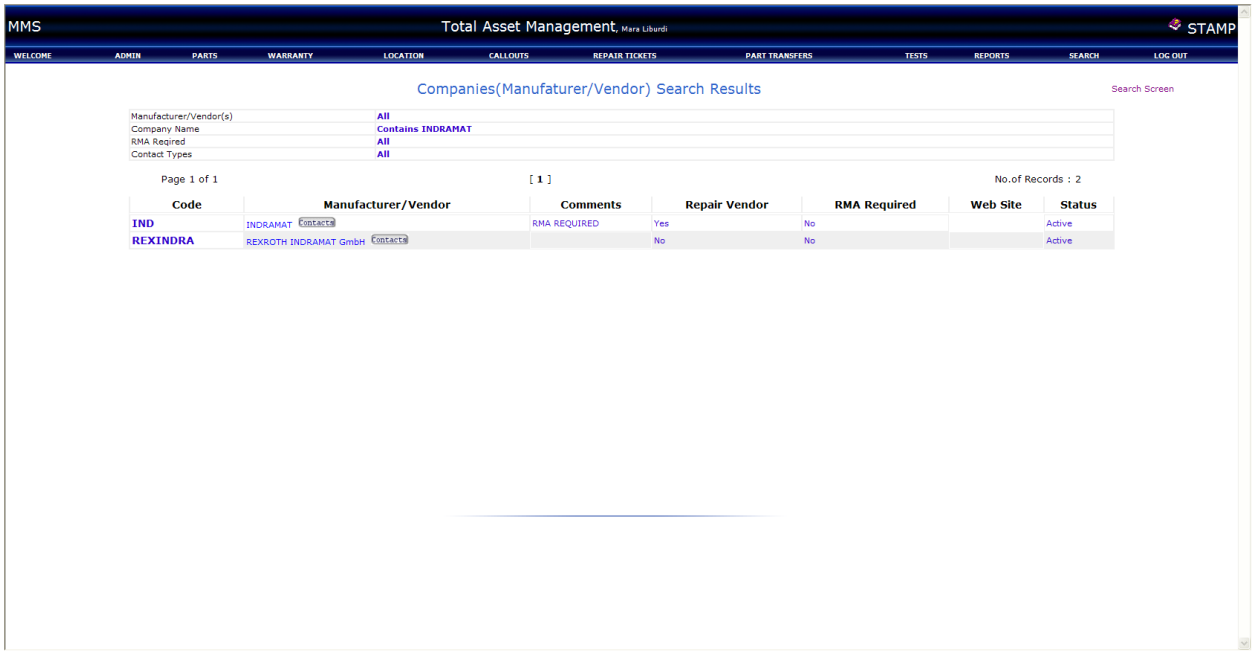
A list of parts that meet the search criteria are displayed. You may click the Tag#, Contacts, Specs, or Location, and current information for that S.T.A.M.P. Id will be displayed.


Parts By Specificatons Search Results
Search Scre
Customer FORD MOTOR COMPANY
Plant(s) Ford Lima Engine
Manufacturer/Vendor(s) All
Category Motor, Electric
Models(s) All
Specification(s)
HP 1 Contains 100
Page 1 of 1
[1]
No.of Records : 3
Tag # Manufacturer Model Num Model Desc
FLE00547 U.S. ELECTRIC MOTOR Contacts 80-02471 Specs MOTOR Location
FLE05032 WESTINGHOUSE Contacts 100 HP MOTOR Specs MOTOR Location
FLE00536 WESTINGHOUSE ELECTRIC CORP Contacts HSB Specs MOTOR Location

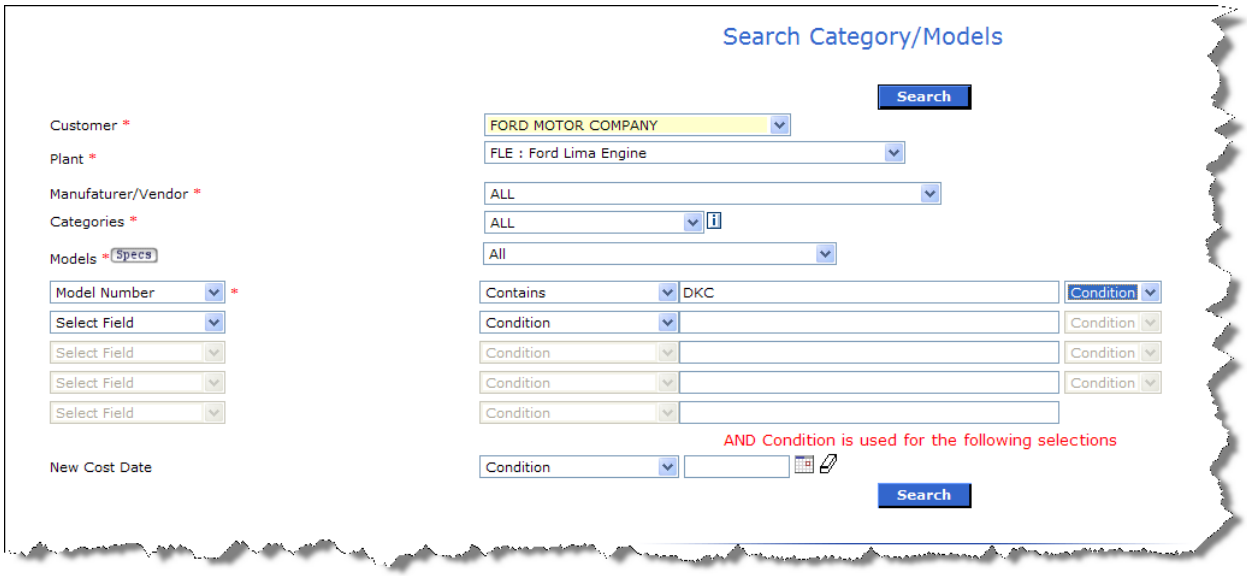
vi. Search Manufacturers or Vendors. You may narrow down your search by using all five conditions.



The Manufacturer or Vendor details will be displayed. You may click on the Contact button to obtain contact information for each Manufacturer or Vendor location.



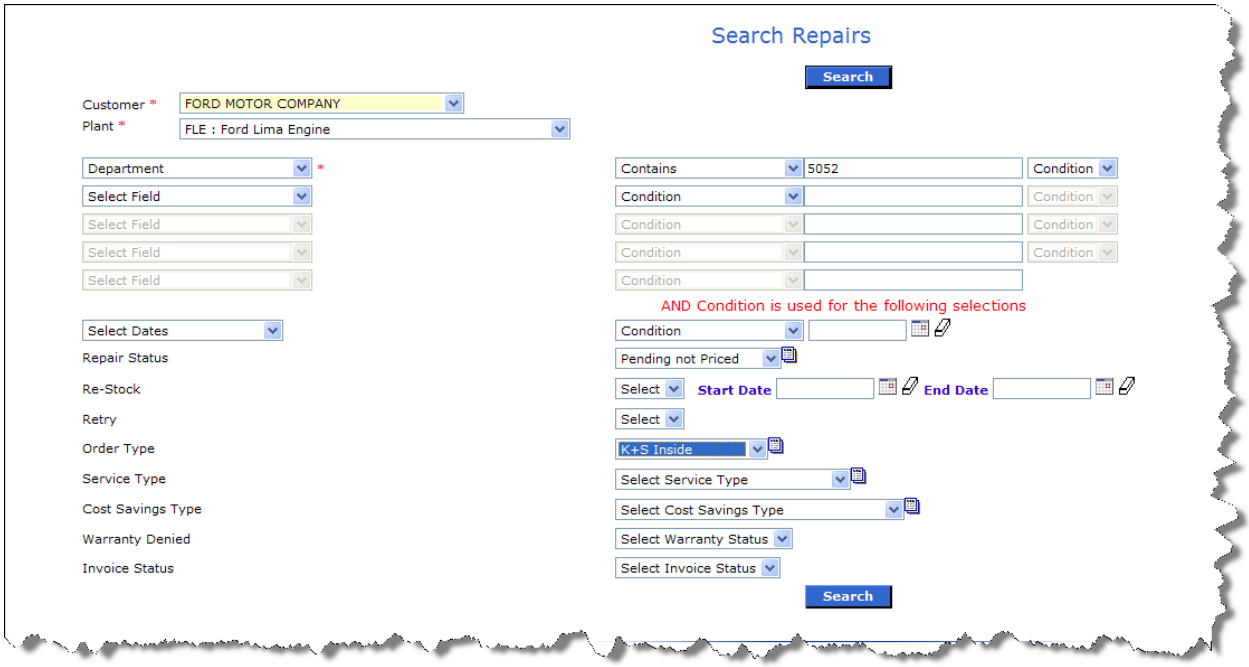
vii. Search Categories or Models. You may narrow down your search by using all five conditions.



A list of parts that meet the search criteria are displayed. You may click the Tag#, Contacts, or Specs, and current information for that S.T.A.M.P. Id will be displayed.

MMS
Total Asset Management, Mara Liburdi
STAMP
WELCOME ADMIN PARTS WARRANTY LOCATION CALLOUTS REPAIR TICKETS PART TRANSFERS TESTS REPORTS SEARCH LOG OUT
Category/Model Search Results
Search Screen
Customer FORD MOTOR COMPANY
Plant(s) Ford Lima Engine
Manufacturer/Vendor(s) All
Categories(s) All
Models(s) All
Model Number Contains DKC
Page 1 of 1
[1]
No.of Records : 35
Tag # Manufacturer Model Num Model Desc
FLE02635 BOSCH REXROTH CORP Contacts DKC01.1-040-7-FW Specs CONTROLLER
FLE04904 BOSCH REXROTH CORP Contacts DKC01.1-040-7-FW Specs CONTROLLER
FLE06660 BOSCH REXROTH CORP Contacts DKC01.1-040-7-FW Specs CONTROLLER
FLE07081 BOSCH REXROTH CORP Contacts DKC01.1-040-7-FW Specs CONTROLLER
FLE07234 BOSCH REXROTH CORP Contacts DKC01.1-040-7-FW Specs CONTROLLER
FLE07412 BOSCH REXROTH CORP Contacts DKC01.1-040-7-FW Specs CONTROLLER
FLE08084 INDRAMAT Contacts DKC01.3-040-7-FW Specs DRIVE
FLE06431 INDRAMAT Contacts DKC02.3-100-7-FW Specs DRIVE
FLE07779 INDRAMAT Contacts DKC02.3-100-7-FW Specs DRIVE
FLE08019 INDRAMAT Contacts DKC02.3-100-7-FW Specs DRIVE
FLE08023 INDRAMAT Contacts DKC02.3-100-7-FW Specs DRIVE
FLE08025 INDRAMAT Contacts DKC02.3-100-7-FW Specs DRIVE
FLE08032 INDRAMAT Contacts DKC02.3-100-7-FW Specs DRIVE
FLE08048 INDRAMAT Contacts DKC02.3-100-7-FW Specs DRIVE
FLE08054 INDRAMAT Contacts DKC02.3-100-7-FW Specs DRIVE
FLE08055 INDRAMAT Contacts DKC02.3-100-7-FW Specs DRIVE

viii. Search Repairs.



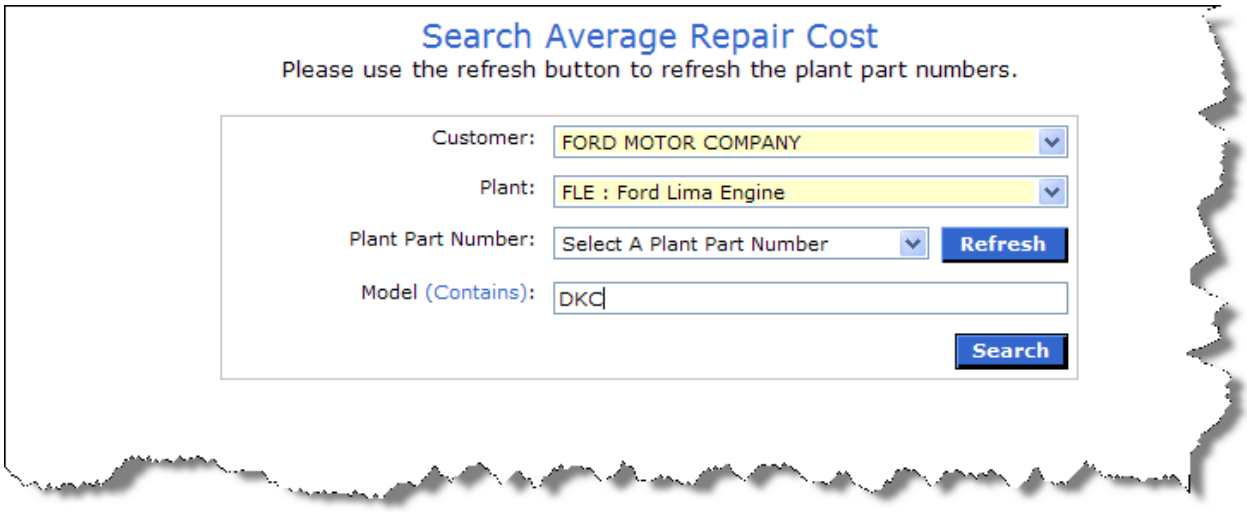
A list of parts that meet the search criteria are displayed.

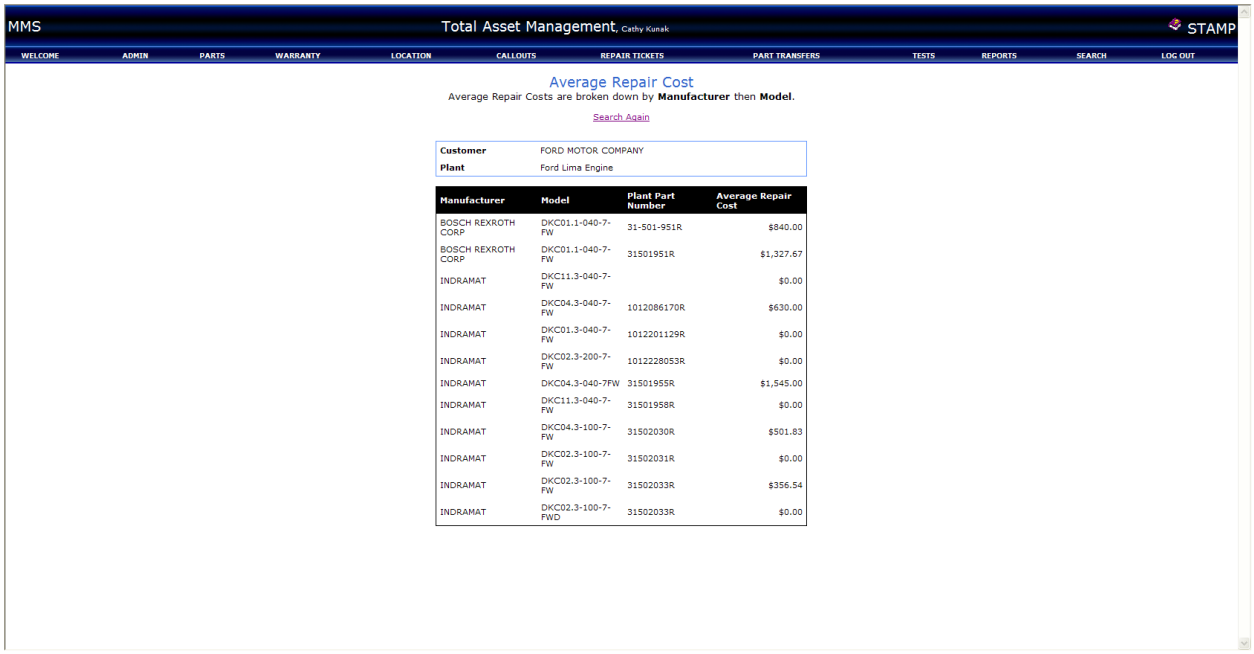
MMS
Total Asset Management, Mara Liburdi
STAMP
WELCOME ADMIN PARTS WARRANTY LOCATION CALLOUTS REPAIR TICKETS PART TRANSFERS TESTS REPORTS SEARCH LOG OUT
Parts/Apparatus Repairs Search Results
Search Screen
Customer FORD MOTOR COMPANY
Plant(s) Ford Lima Engine
RepTagSent Contains 5052
Repair Status Pending not Priced
Order Type K+S Inside
Page 1 of 1
[1]
No.of Records : 1
Tag # RO # Call Date Est. Return Date Actual Delv. Date Repair(S)
FLE08406 1673120 11/5/2007 This History

ix. Search Work Orders.

Insert details

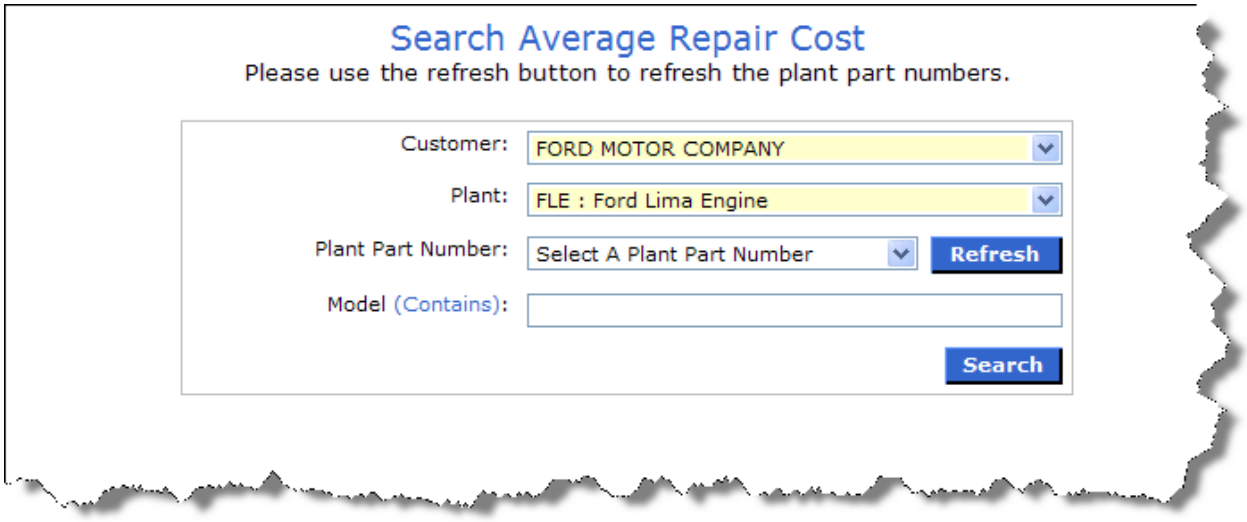
x. Search Average Repair Cost.



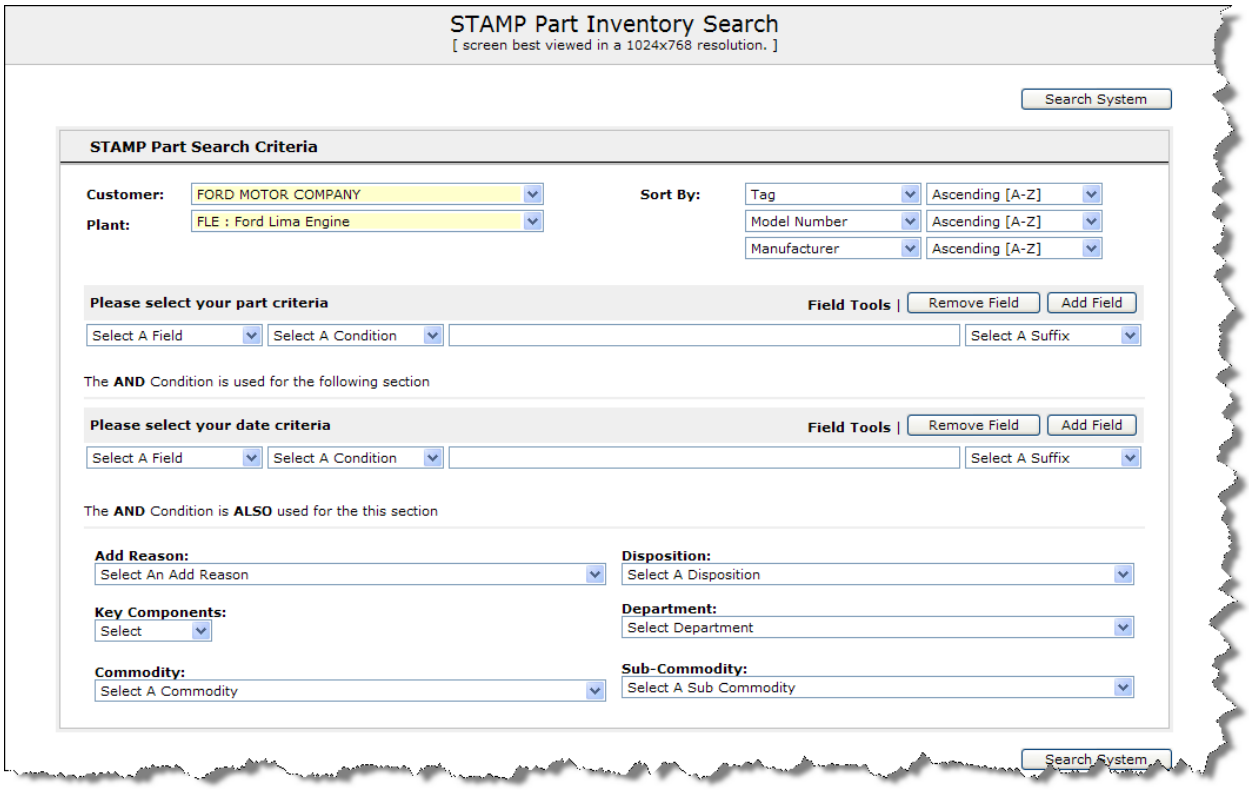

MMS
Total Asset Management, Cathy Kunak
STAMP
WELCOME ADMIN PARTS WARRANTY LOCATION CALLOUTS REPAIR TICKETS PART TRANSFERS TESTS REPORTS SEARCH LOG OUT
Average Repair Cost
Average Repair Costs are broken down by Manufacturer then Model.
Search Again
Customer FORD MOTOR COMPANY
Plant Ford Lima Engine

Manufacturer	Model	Plant Part Number	Average Repair Cost
BOSCH REXROTH CORP	DKC01.1-040-7-FW	31-501-951R	$840.00
BOSCH REXROTH CORP	DKC01.1-040-7-FW	31501951R	$1,327.67
INDRAMAT	DKC11.3-040-7-FW		$0.00
INDRAMAT	DKC04.3-040-7-FW	1012086170R	$630.00
INDRAMAT	DKC01.3-040-7-FW	1012201129R	$0.00
INDRAMAT	DKC02.3-200-7-FW	1012228053R	$0.00
INDRAMAT	DKC04.3-040-7FW	31501955R	$1,545.00
INDRAMAT	DKC11.3-040-7-FW	31501958R	$0.00
INDRAMAT	DKC04.3-100-7-FW	31502030R	$501.83
INDRAMAT	DKC02.3-100-7-FW	31502031R	$0.00
INDRAMAT	DKC02.3-100-7-FW	31502033R	$356.54
INDRAMAT	DKC02.3-100-7-FWD	31502033R	$0.00

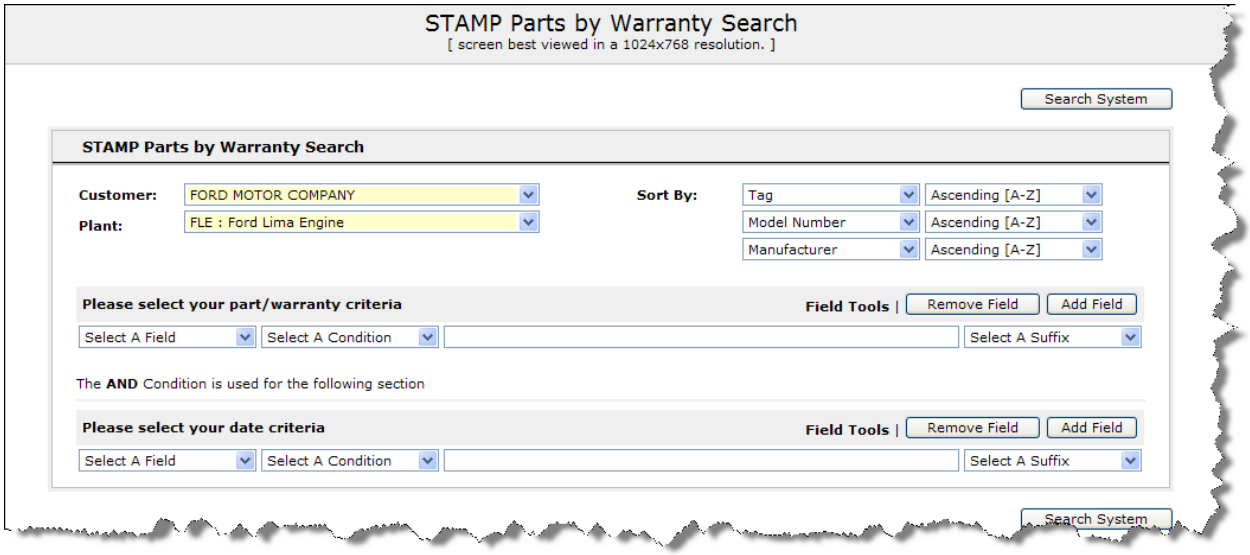
xi. Search Average Repair Cost.



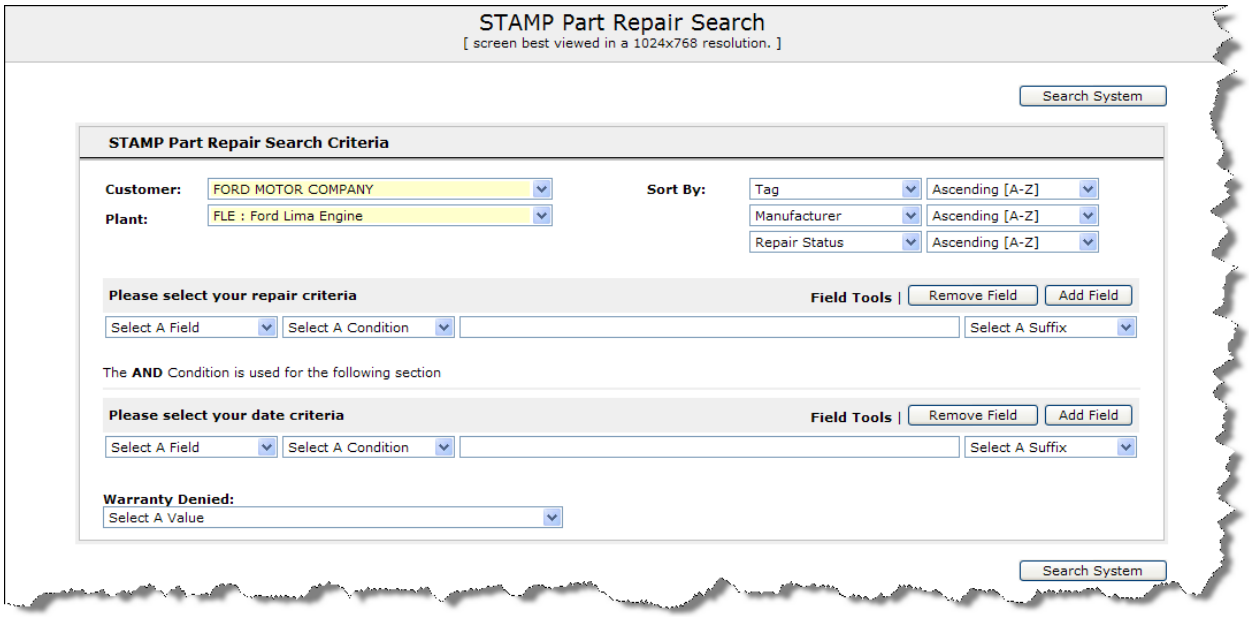
xii. Part Search.



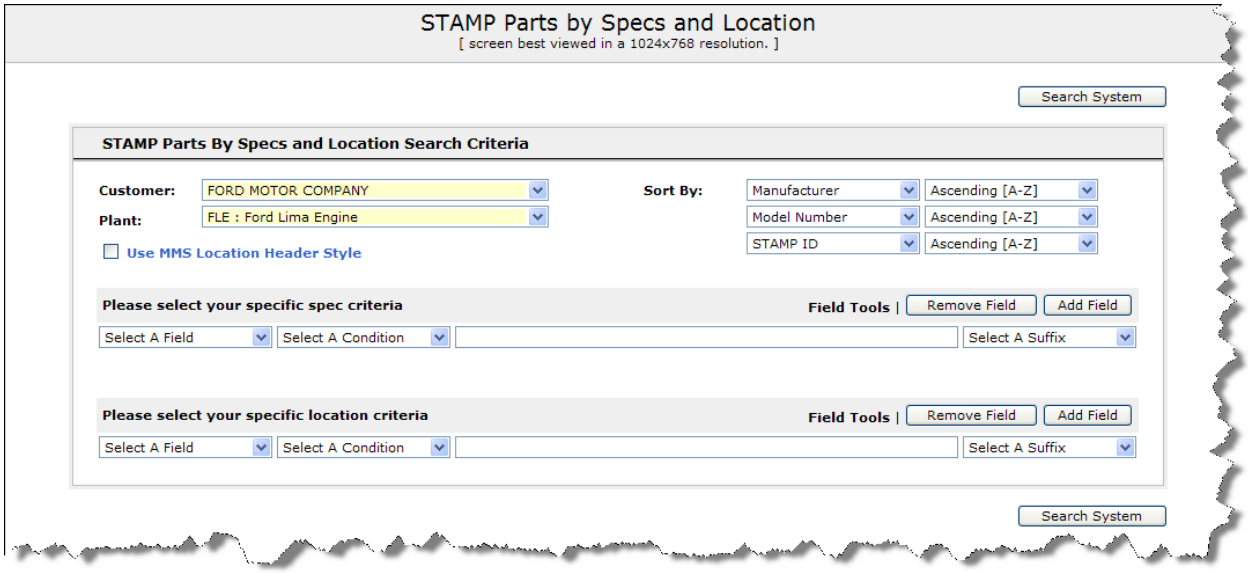
xiii. Parts by Warranty Info.



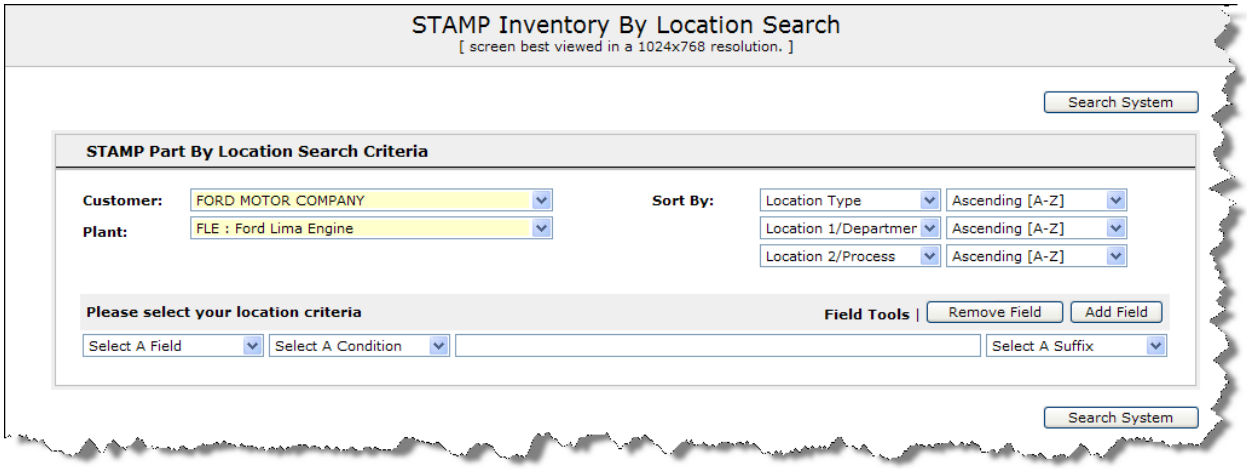
xiv. Repair Search.



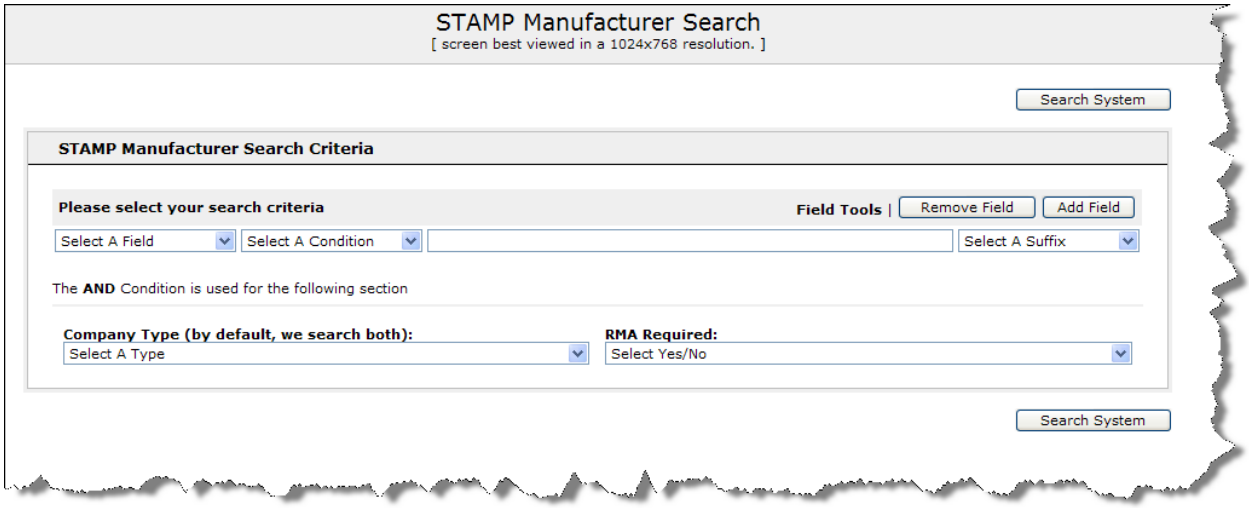
xv. Parts by Specs and Location.



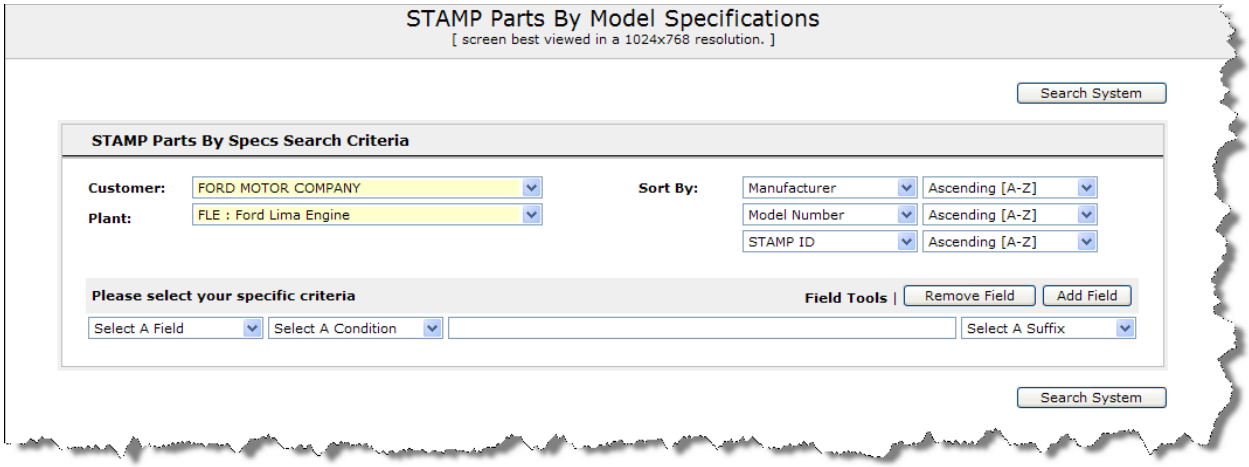
xvi. Parts by Location.



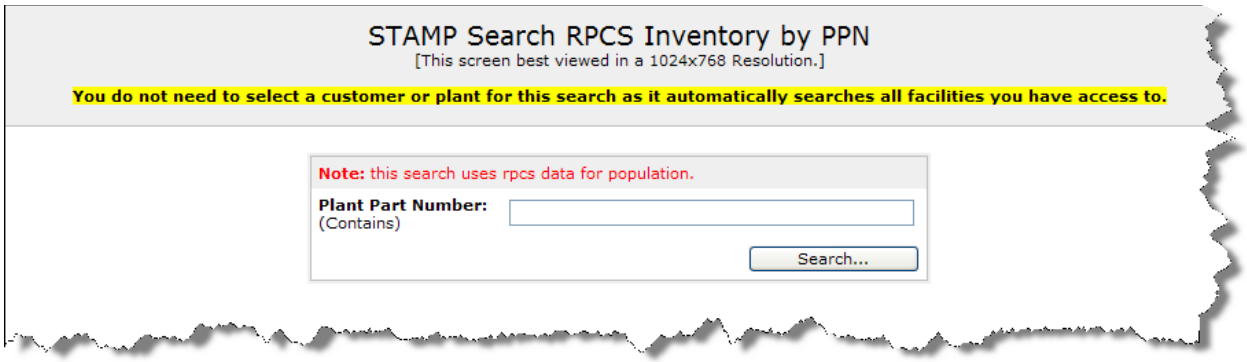
xvii. Manufacturer Search.


STAMP Manufacturer Search
[screen best viewed in a 1024x768 resolution.]
Search System
STAMP Manufacturer Search Criteria
Please select your search criteria
Field Tools | Remove Field | Add Field
Select A Field
Select A Condition
Select A Suffix
The AND Condition is used for the following section
Company Type (by default, we search both):
Select A Type
RMA Required:
Select Yes/No
Search System

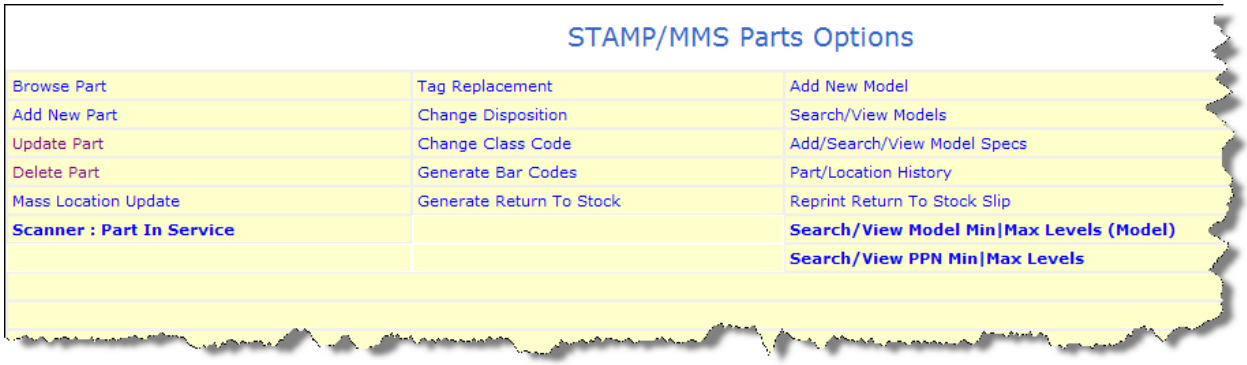
xviii. Parts by Specs.



xix. RPCS Inventory by PPN (Plant Part Number).


STAMP Search RPCS Inventory by PPN
[This screen best viewed in a 1024x768 Resolution.]
You do not need to select a customer or plant for this search as it automatically searches all facilities you have access to.
Note: this search uses rpcs data for population.
Plant Part Number:
(Contains)
Search...

b. Additional Part Screen Features.



i. Click on **Parts** from the Home Page.

ii. Browse Part – View Part Information (viewable screen only).

iii. Delete Part – Used to delete a S.T.A.M.P. Id. (E.g. Can be used if the S.T.A.M.P. Id was entered incorrectly.).

iv. Mass Location Update – Change the current location of several parts at once. (E.g. Parts being moved from one crib location to another).

v. Scanner: Part In Service – (?)

vi. Tag Replacement – Replace missing barcode with a new one.

vii. Change Disposition – Change the current part Disposition. You may complete this in the Part Screen as well under Part Information.

viii. Change Class Code – Change the Part Status. You may complete this in the Part Screen as well under Part Information.

ix. Generate Bar Codes – Generate warranty cards.

x. Generate Return to Stock – To return motors back in Stock (K+S Warehouse) for Motor Management.

xi. Add New Model – Add a model that does not currently exist in the system.

xii. Search/View Models – Search model no.'s by manufacturers.

xiii. Add/Search/View Model Specs – Search model specs by manufacturer name, category, and models. You may also view, add, update or delete the model specs.

xiv. Part/Location History – Displays the current part location, normal location, and the location history.

xv. Reprint Return to Stock – Reprint a return to stock slip# for Motor Management.

xvi. Search/View Model Min/Max Levels (Model) – Search min/max levels by model no.'s (if you have previously set-up min/max levels).

xvii. Search /View PPN Min/Max Levels – Search min/max levels by plant part number (if you have previously set-up min/max levels).

c. Additional Repair Ticket Features.

i. Go to **Repair Tickets** on the Home Page.

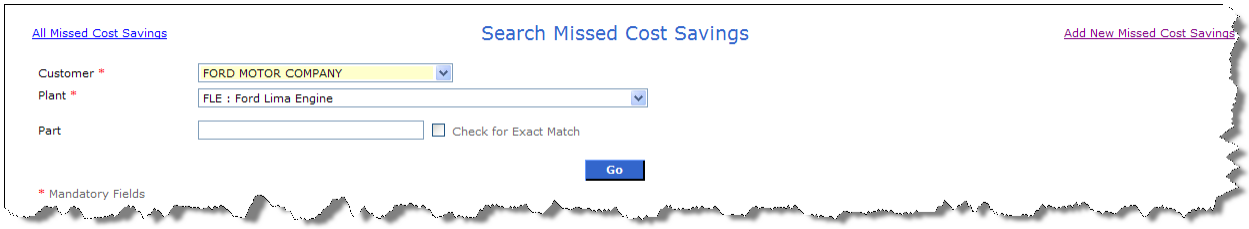
ii. Repair Ticket – View, Update, Add New or Delete a Repair Ticket. You may also create and print a shipper and receiver.

iii. Maintenance Tickets - View, Update, Add New or Delete a Maintenance Ticket.

iv. Service Calls - View, Update, Add New, Delete a Service Call or Print Shipper for a Service Call.

v. Missed Cost Saving – Add New Missed cost Savings or View Missed Cost Savings.

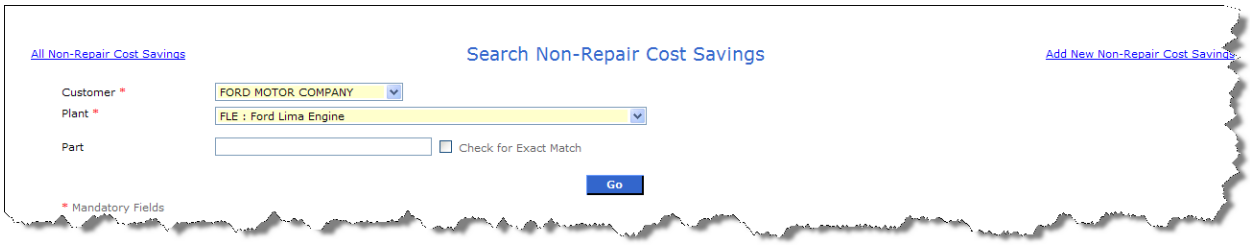
1. Click on **Add New Missed Cost Savings**.



2. Fill out all required fields.

3. Click **Add Record**.

vi. Non-Repair Cost Saving – ?


All Non-Repair Cost Savings
Search Non-Repair Cost Savings
Add New Non-Repair Cost Savings
Customer *
FORD MOTOR COMPANY
Plant *
FLE : Ford Lima Engine
Part
Check for Exact Match
Go
* Mandatory Fields

d. Reports. (new reports have been added, take new screen shots)

i. Go to **Reports** on the Home Page.

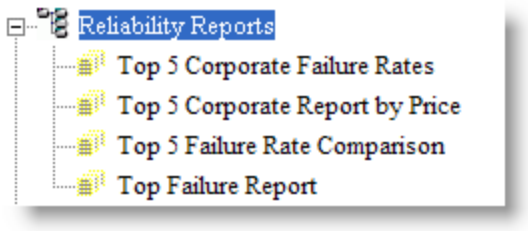
ii. Click on **K+S Web Reports**.

iii. Click **Enter Site**.

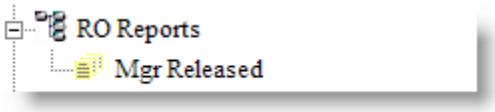
Eight main categories are displayed:

- Reliability Reports
- RO Reports
- ROAM Reports
- S.T.A.M.P. Customer Reports
- S.T.A.M.P. Directed/Non-Directed Reports
- S.T.A.M.P. Monthly 5th Reports
- S.T.A.M.P. Web Reports
- Upfront Engagement

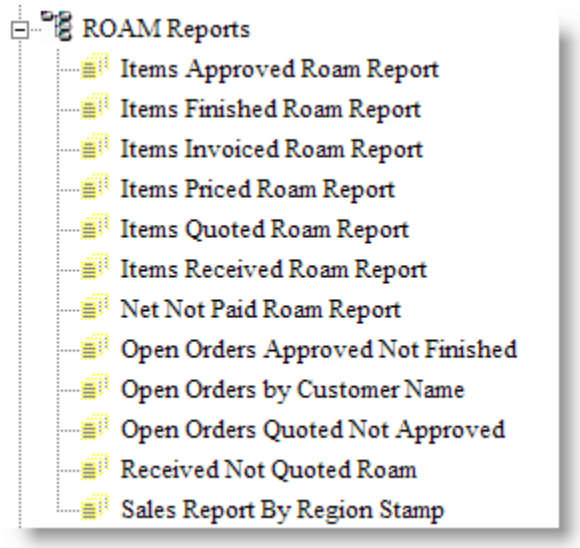
Reliability Reports provide Top 5 reliability reports for each division.


Reliability Reports
Top 5 Corporate Failure Rates
Top 5 Corporate Report by Price
Top 5 Failure Rate Comparison
Top Failure Report

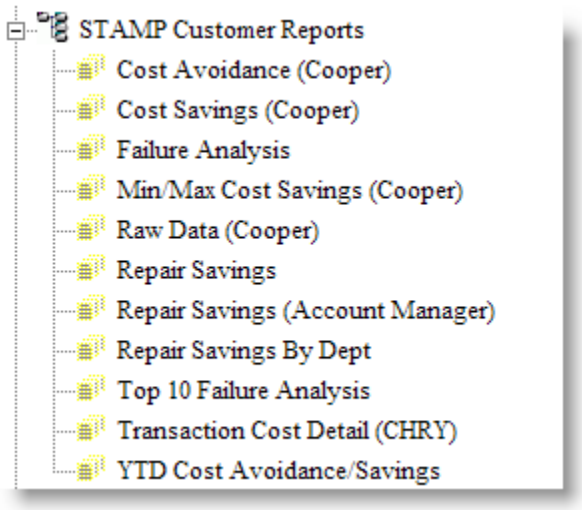
Under RO Reports you will find a Manager Released Report. Manager Released is an order that is not been approved through the customer system but, K+S still processes the order. This is for customer emergencies order.

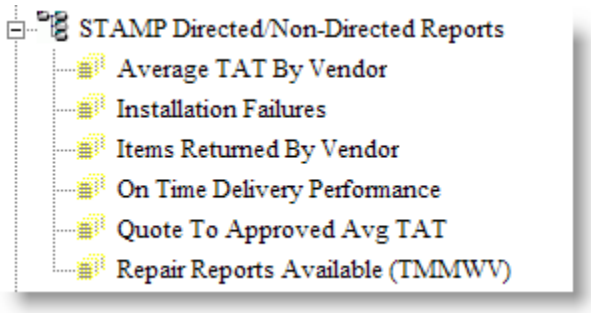


ROAM Reports pull data from RPCS. These will be the most valuable reports used. The two most important reports to run will be **Open Orders by Customer Name** and **Open Orders Quoted Not Approved.**


ROAM Reports
Items Approved Roam Report
Items Finished Roam Report
Items Invoiced Roam Report
Items Priced Roam Report
Items Quoted Roam Report
Items Received Roam Report
Net Not Paid Roam Report
Open Orders Approved Not Finished
Open Orders by Customer Name
Open Orders Quoted Not Approved
Received Not Quoted Roam
Sales Report By Region Stamp

S.T.A.M.P. Customer Reports are run when requested by the customer.

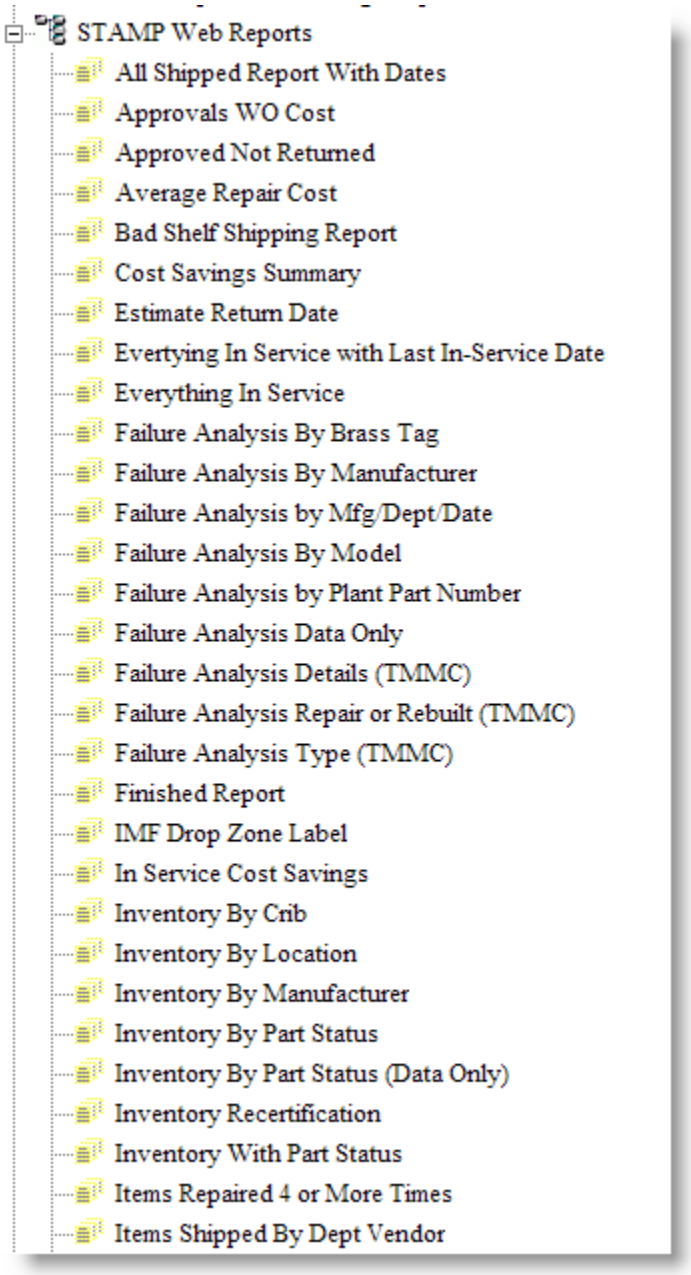

STAMP Customer Reports
Cost Avoidance (Cooper)
Cost Savings (Cooper)
Failure Analysis
Min/Max Cost Savings (Cooper)
Raw Data (Cooper)
Repair Savings
Repair Savings (Account Manager)
Repair Savings By Dept
Top 10 Failure Analysis
Transaction Cost Detail (CHRY)
YTD Cost Avoidance/Savings

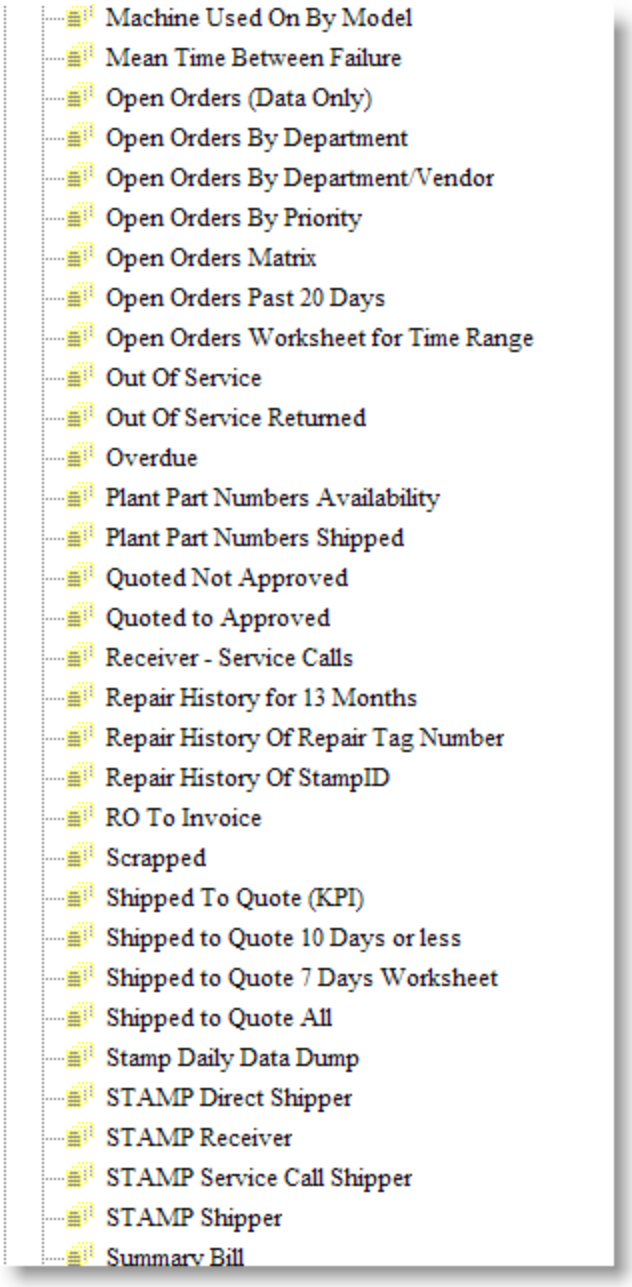

STAMP Directed/Non-Directed Reports
Average TAT By Vendor
Installation Failures
Items Returned By Vendor
On Time Delivery Performance
Quote To Approved Avg TAT
Repair Reports Available (TMMWV)

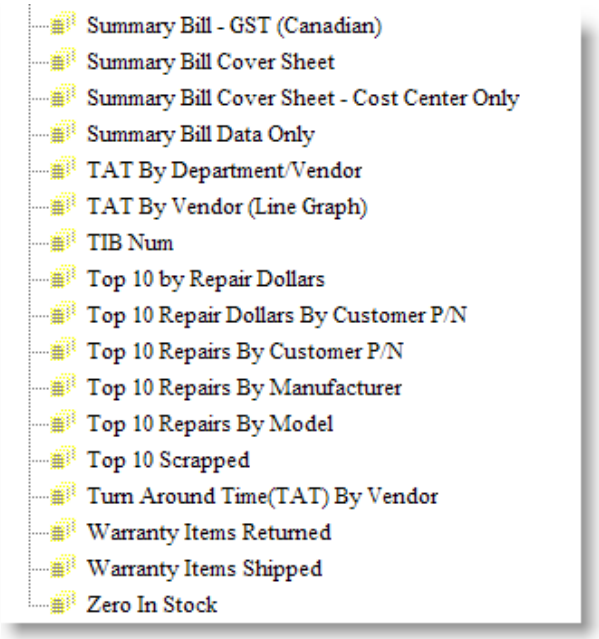
STAMP Monthly 5th Reports
Customer Commodity Shipped Breakdown
Customer Detail Cost Saving
Missed Cost Savings
Non-Repair Cost Savings Report

S.T.A.M.P. Web Reports pulls data from Web S.T.A.M.P.. The reports that will be used most frequently are:

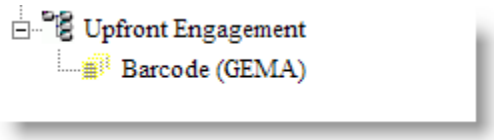
Approved Not Returned / Failure Analysis (pending on the way your customer would like the report)/ Finished Report / Items Shipped by Department/Vendor / Open Orders / Open Orders Matrix / Overdue Report / Quoted Not Approved / Ship to Quote / Top 10 Repairs


STAMP Web Reports
All Shipped Report With Dates
Approvals WO Cost
Approved Not Returned
Average Repair Cost
Bad Shelf Shipping Report
Cost Savings Summary
Estimate Return Date
Evertying In Service with Last In-Service Date
Everything In Service
Failure Analysis By Brass Tag
Failure Analysis By Manufacturer
Failure Analysis by Mfg/Dept/Date
Failure Analysis By Model
Failure Analysis by Plant Part Number
Failure Analysis Data Only
Failure Analysis Details (TMMC)
Failure Analysis Repair or Rebuilt (TMMC)
Failure Analysis Type (TMMC)
Finished Report
IMF Drop Zone Label
In Service Cost Savings
Inventory By Crib
Inventory By Location
Inventory By Manufacturer
Inventory By Part Status
Inventory By Part Status (Data Only)
Inventory Recertification
Inventory With Part Status
Items Repaired 4 or More Times
Items Shipped By Dept Vendor



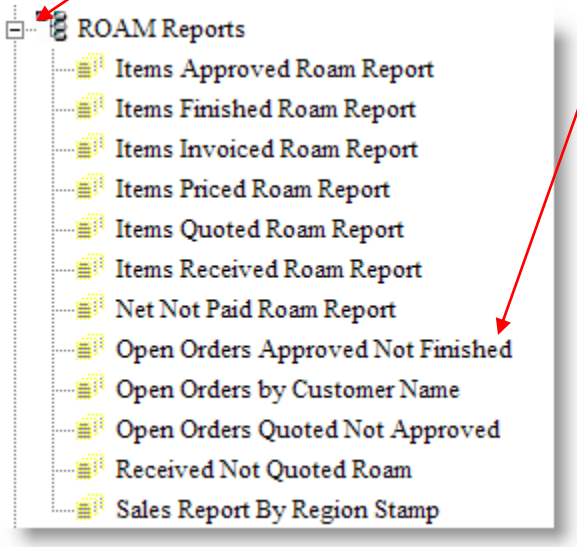

Summary Bill - GST (Canadian)
Summary Bill Cover Sheet
Summary Bill Cover Sheet - Cost Center Only
Summary Bill Data Only
TAT By Department/Vendor
TAT By Vendor (Line Graph)
TIB Num
Top 10 by Repair Dollars
Top 10 Repair Dollars By Customer P/N
Top 10 Repairs By Customer P/N
Top 10 Repairs By Manufacturer
Top 10 Repairs By Model
Top 10 Scrapped
Turn Around Time(TAT) By Vendor
Warranty Items Returned
Warranty Items Shipped
Zero In Stock

Upfront Engagement is only used if you are running upfront engagement.



iv. Click on a Main Category. E.g. ROAM Reports.

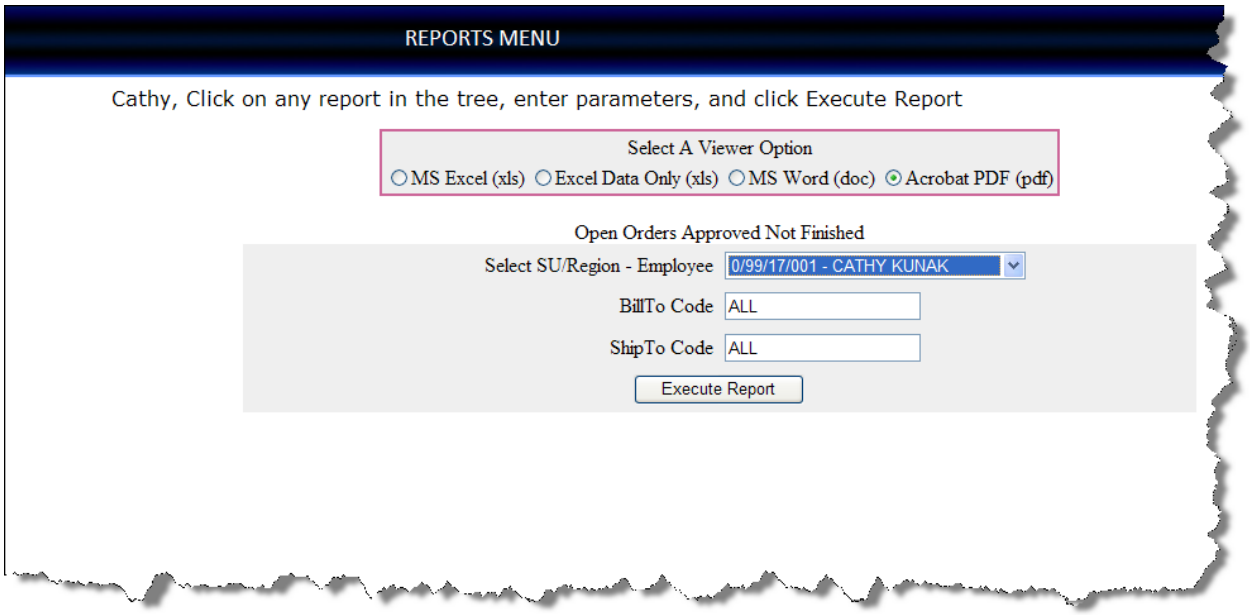
v. Click on a Sub-Category. E.g. Open Orders Approved Not Finished.


ROAM Reports
Items Approved Roam Report
Items Finished Roam Report
Items Invoiced Roam Report
Items Priced Roam Report
Items Quoted Roam Report
Items Received Roam Report
Net Not Paid Roam Report
Open Orders Approved Not Finished
Open Orders by Customer Name
Open Orders Quoted Not Approved
Received Not Quoted Roam
Sales Report By Region Stamp

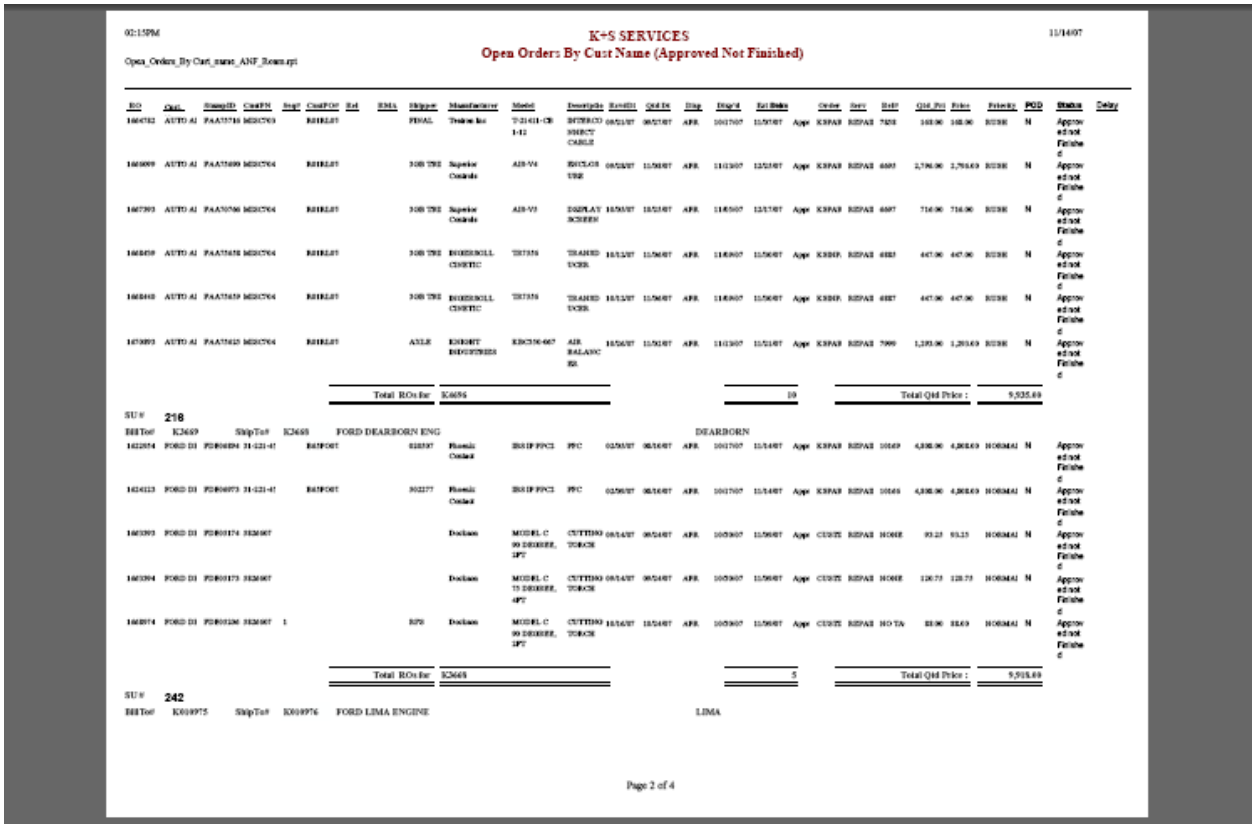
vi. Select a **file type** (Viewer Option). All reports default to Acrobat PDF. If you would like to manipulate a report choose Excel Data Only as your file option.

vii. Enter in **required information**.

viii. Click **Execute Report**.


REPORTS MENU
Cathy, Click on any report in the tree, enter parameters, and click Execute Report
Select A Viewer Option
MS Excel (xls) Excel Data Only (xls) MS Word (doc) Acrobat PDF (pdf)
Open Orders Approved Not Finished
Select SU/Region - Employee
0/99/17/001 - CATHY KUNAK
BillTo Code
ALL
ShipTo Code
ALL
Execute Report

Open Orders Approved Not Finished Report is displayed.



02:15PM

K+S SERVICES

11/14/07

Open Orders By Cust Name (Approved Not Finished)

Open_Orders_By Cust_name_ANF_Room.rpt

RO	Oper.	ShippID	CustPN	Sup#	CustPO#	Ref	RMA	Shipper	Manufacturer	Model	Description	Rec'd Dt	Qtd Dt	Disp	Disp'd	Est Rtrn	Order	Serv	Rtrn	Qtd_Pri	Price	Priority	POD	Status	Delay
1464782	AUTO AI	FAA57716	MI01703		RHELST			FINAL	Textron Inc	T-21411-CB 1-12	INTERCO NNECT CABLE	09/21/07	09/27/07	APR	10/17/07	11/07/07	Appr	KSPAR	RSPAR	7458	168.00	168.00	ROHE	N	Approved not Finished	
1465099	AUTO AI	FAA57699	MI01704		RHELST			3OB TRE	Superior Controls	AIB-V4	ENCLOS URE	09/28/07	11/30/07	APR	11/13/07	12/13/07	Appr	KSPAR	RSPAR	6685	2,796.00	2,796.00	ROHE	N	Approved not Finished	
1467393	AUTO AI	FAA57696	MI01704		RHELST			3OB TRE	Superior Controls	AIB-V5	DISPLAY SCREEN	10/30/07	10/31/07	APR	11/05/07	12/17/07	Appr	KSPAR	RSPAR	6687	716.00	716.00	ROHE	N	Approved not Finished	
1468459	AUTO AI	FAA57658	MI01704		RHELST			3OB TRE	INGERSOLL CHETIC	TRT570	TRAINED UCER	10/31/07	11/30/07	APR	11/09/07	11/30/07	Appr	KSDIP	RSPAR	6682	447.00	447.00	ROHE	N	Approved not Finished	
1468460	AUTO AI	FAA57659	MI01704		RHELST			3OB TRE	INGERSOLL CHETIC	TRT570	TRAINED UCER	10/31/07	11/30/07	APR	11/09/07	11/30/07	Appr	KSDIP	RSPAR	6687	447.00	447.00	ROHE	N	Approved not Finished	
1470093	AUTO AI	FAA57625	MI01704		RHELST			AXLE	EXHORT INDUSTRIES	KBC350-667	AIR BALANC ER	10/26/07	11/01/07	APR	11/13/07	11/21/07	Appr	KSPAR	RSPAR	7999	1,193.00	1,193.00	ROHE	N	Approved not Finished	
									Total ROs for	K0658						10			Total Qtd Price :		9,935.00				
SU#	218																								
BillTo#	K2669	ShipTo#	K2668	FORD DEARBORN ENG										DEARBORN											
1422054	FORD DI	FD800494	31-521-41		R4FORT			010597	Phoenix Contact	IRSIP FPC3	FPC	02/20/07	08/16/07	APR	10/17/07	11/14/07	Appr	KSPAR	RSPAR	10169	4,808.00	4,808.00	HORMAI	N	Approved not Finished	
1424123	FORD DI	FD800973	31-521-41		R4FORT			012277	Phoenix Contact	IRSIP FPC3	FPC	02/26/07	08/16/07	APR	10/17/07	11/14/07	Appr	KSPAR	RSPAR	10169	4,808.00	4,808.00	HORMAI	N	Approved not Finished	
1463393	FORD DI	FD801074	3526507						Dorkan	MODEL C 90 DEGREE, 4PT	CUTTING TORCH	08/14/07	09/24/07	APR	10/23/07	11/30/07	Appr	CUSTS	RSPAR	NOHE	93.25	93.25	HORMAI	N	Approved not Finished	
1463394	FORD DI	FD801073	3526507						Dorkan	MODEL C 75 DEGREE, 4PT	CUTTING TORCH	08/14/07	09/24/07	APR	10/23/07	11/30/07	Appr	CUSTS	RSPAR	NOHE	126.75	126.75	HORMAI	N	Approved not Finished	
1463974	FORD DI	FD801286	3526507	1				RPS	Dorkan	MODEL C 90 DEGREE, 2PT	CUTTING TORCH	10/16/07	10/24/07	APR	10/23/07	11/30/07	Appr	CUSTS	RSPAR	NO TA	88.00	88.00	HORMAI	N	Approved not Finished	
									Total ROs for	K0668						5			Total Qtd Price :		5,918.00				
SU#	242																								
BillTo#	K010975	ShipTo#	K010976	FORD LIMA ENGINE										LIMA											

Page 2 of 4

ix. Print or Save the report.

x. Close out report.

Note: You may not run multiple reports therefore you must close out one report before you run another one.

H. Initiating & Completing Turnbacks

Purpose: To improve customer support, customer satisfaction, improve quality, and improve communication between K+S and the customer.

Scope: This following applies to Web S.T.A.M.P. Sales, Operations, and Quality.

Definitions:

Turnback (Fail On Install) - Any component that fails within 5 days of being installed and fails to meet the customers standards, *provided that the unit warranty has not expired*.

Note: A Turnback is a warranty with an 'Emergency' priority. It has an 'Emergency' priority due to the impact on plant production.

Warranty - A guarantee on purchased goods that they are of the quality represented and will be replaced or repaired if found to be faulty.

Turn back Form - A form used to document a "Turn Back" occurrence at the customer. The DMAIC problem solving form is used by Sales & Op' to resolve 'Turnbacks'.

DMAIC refers to a data-driven quality strategy for improving processes. DMAIC is an acronym for five interconnected phases: **D**efine, **M**easure, **A**nalyze, **I**mprove, and **C**ontrol.

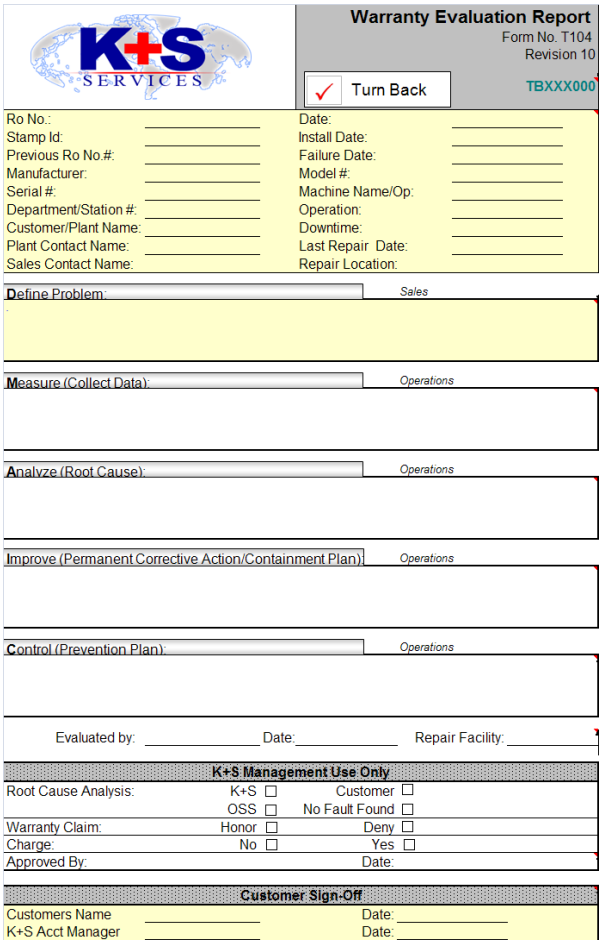
a. **Creating a Turnback**

i. Customer reports a unit failure to Sales that is within the K+S warranty period.

ii. Verify if the unit failure is within the K+S warranty period.

iii. Verify if the unit meets the Turnback criteria above. If so, a Turnback form is used to document the occurrence of a Turnback, Form No. T104.

- The Turnback Form is used to document and resolve a Turnback occurrence.
- The Turnback form uses the DMAIC problem solving technique to improve quality.
- DMAIC refers to a data-driven quality strategy for improving processes.
- DMAIC is an acronym for five interconnected phases: Define, Measure, Analyze, Improve, and Control.



Warranty Evaluation Report
Form No. T104
Revision 10
Turn Back
TBXXX000

Ro No.:		Date:	
Stamp Id:		Install Date:	
Previous Ro No.#:		Failure Date:	
Manufacturer:		Model #:	
Serial #:		Machine Name/Op:	
Department/Station #:		Operation:	
Customer/Plant Name:		Downtime:	
Plant Contact Name:		Last Repair Date:	
Sales Contact Name:		Repair Location:	

Define Problem: *Sales*

Measure (Collect Data): *Operations*

Analyze (Root Cause): *Operations*

Improve (Permanent Corrective Action/Containment Plan): *Operations*

Control (Prevention Plan): *Operations*

Evaluated by: Date: Repair Facility:

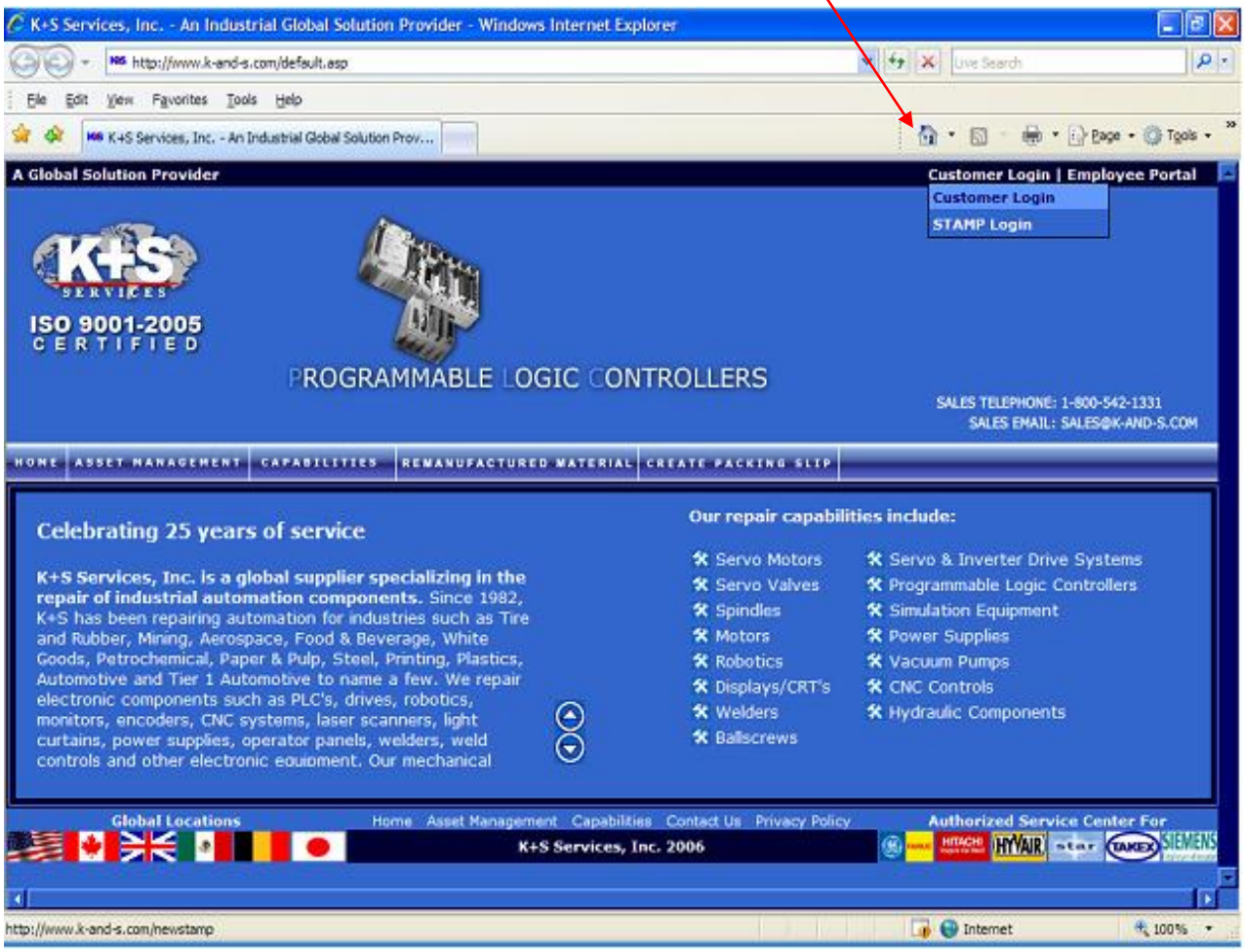
K+S Management Use Only

Root Cause Analysis:	K+S ☐	Customer ☐
	OSS ☐	No Fault Found ☐
Warranty Claim:	Honor ☐	Deny ☐
Charge:	No ☐	Yes ☐
Approved By:		Date:

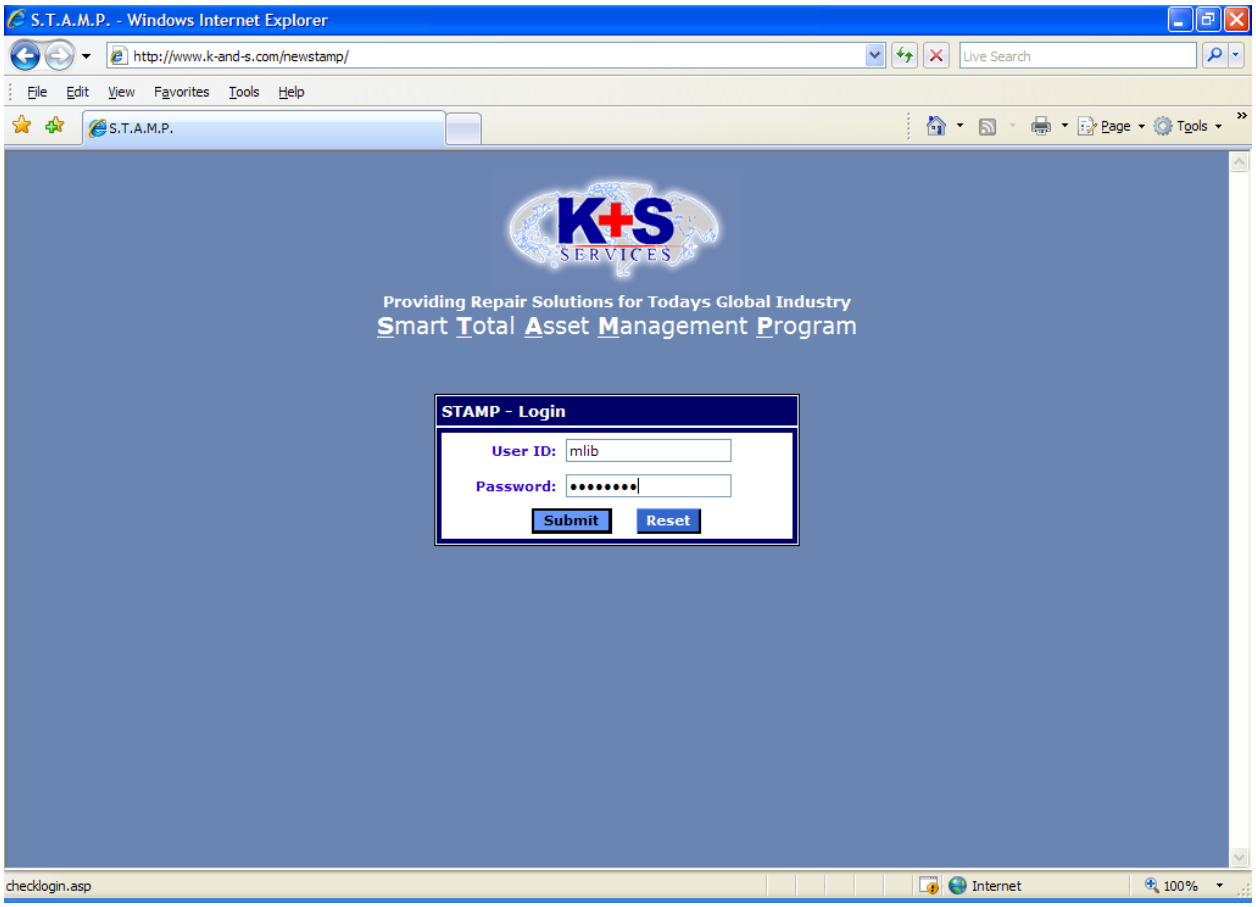
Customer Sign-Off

Customers Name	Date:
K+S Acct Manager	Date:

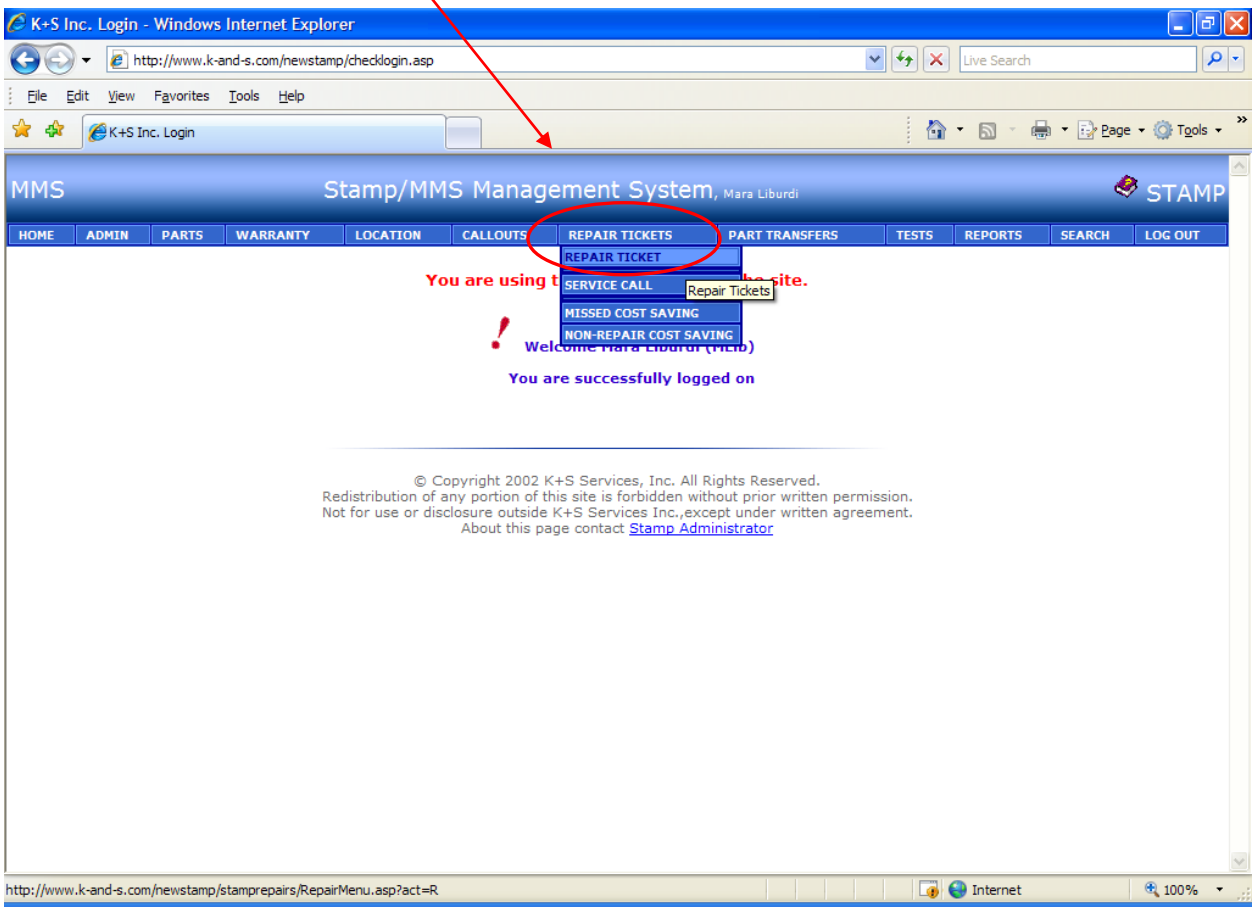
iv. Log into S.T.A.M.P. via company web site, www.k-and-s.com. Go to **Customer Login** and click on **S.T.A.M.P. Login.**


K+S Services, Inc. - An Industrial Global Solution Provider - Windows Internet Explorer
http://www.k-and-s.com/default.asp
File Edit View Favorites Tools Help
A Global Solution Provider
Customer Login | Employee Portal
Customer Login
STAMP Login
ISO 9001-2005 CERTIFIED
PROGRAMMABLE LOGIC CONTROLLERS
SALES TELEPHONE: 1-800-542-1331
SALES EMAIL: SALES@K-AND-S.COM
HOME ASSET MANAGEMENT CAPABILITIES REMANUFACTURED MATERIAL CREATE PACKING SLIP
Celebrating 25 years of service
K+S Services, Inc. is a global supplier specializing in the repair of industrial automation components. Since 1982, K+S has been repairing automation for industries such as Tire and Rubber, Mining, Aerospace, Food & Beverage, White Goods, Petrochemical, Paper & Pulp, Steel, Printing, Plastics, Automotive and Tier 1 Automotive to name a few. We repair electronic components such as PLC's, drives, robotics, monitors, encoders, CNC systems, laser scanners, light curtains, power supplies, operator panels, welders, weld controls and other electronic equipment. Our mechanical
Our repair capabilities include:
Servo Motors
Servo Valves
Spindles
Motors
Robotics
Displays/CRT's
Welders
Ballscrews
Servo & Inverter Drive Systems
Programmable Logic Controllers
Simulation Equipment
Power Supplies
Vacuum Pumps
CNC Controls
Hydraulic Components
Global Locations
Home Asset Management Capabilities Contact Us Privacy Policy
K+S Services, Inc. 2006
Authorized Service Center For
http://www.k-and-s.com/newstamp
Internet
100%

v. Enter in your User ID and password and hit **Submit**.



vi. Go to **Repair Tickets** and click on **Repair Ticket**.


K+S Inc. Login - Windows Internet Explorer
http://www.k-and-s.com/newstamp/checklogin.asp
File Edit View Favorites Tools Help
K+S Inc. Login
MMS
Stamp/MMS Management System, Mara Liburdi
STAMP
HOME ADMIN PARTS WARRANTY LOCATION CALLOUTS REPAIR TICKETS PART TRANSFERS TESTS REPORTS SEARCH LOG OUT
REPAIR TICKET
SERVICE CALL
MISSED COST SAVING
NON-REPAIR COST SAVING
Repair Tickets
You are using t he site.
Welcome Mara Liburdi (MLib)
You are successfully logged on
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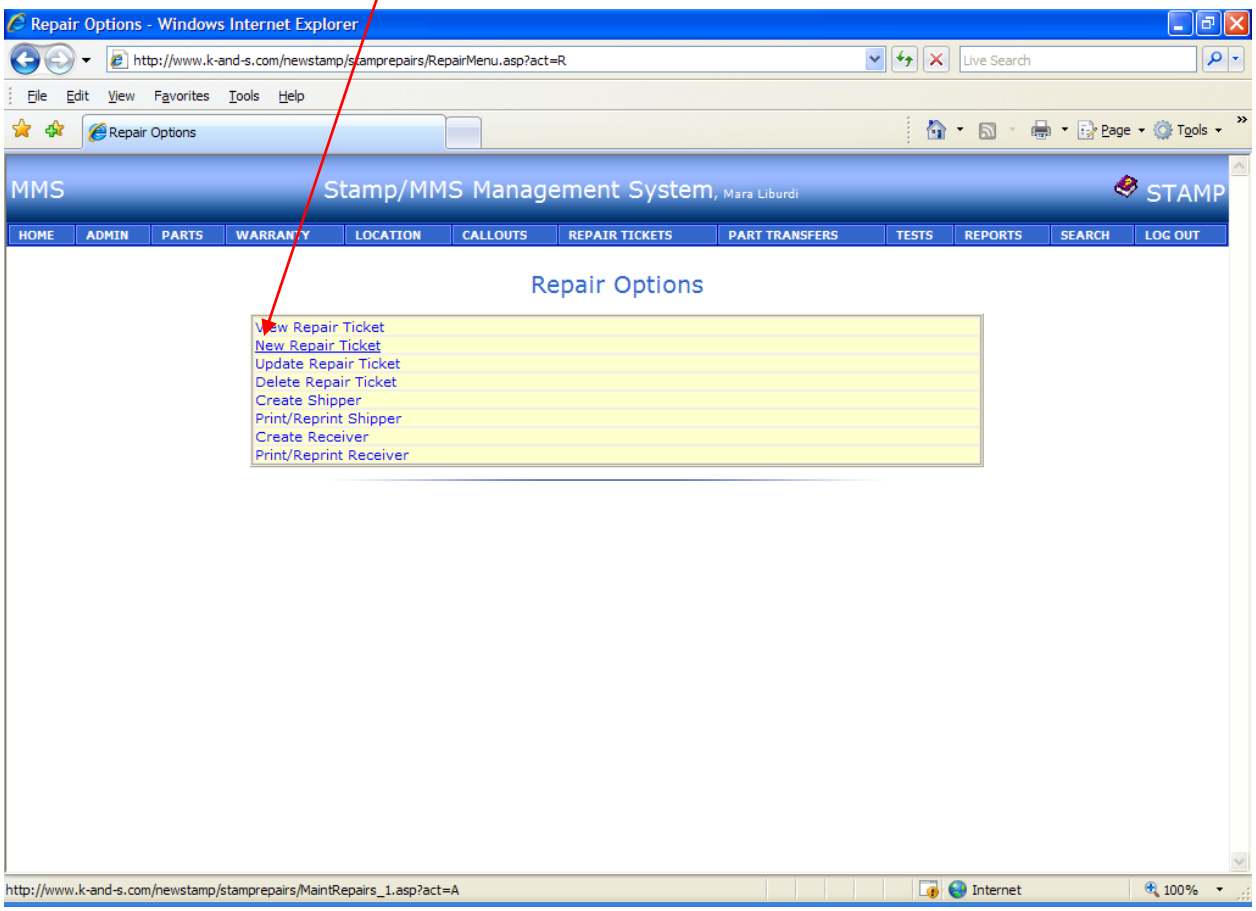
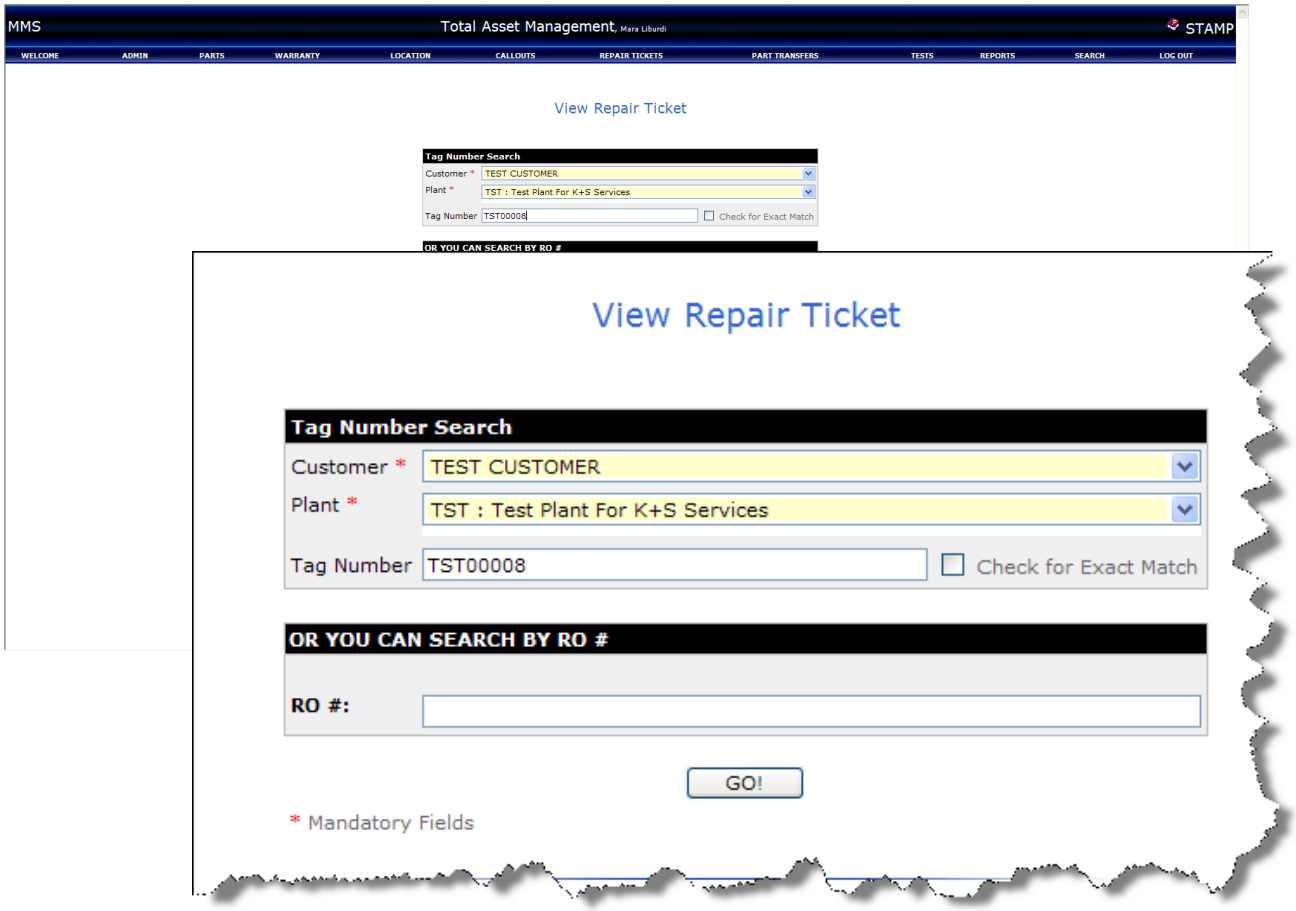
About this page contact Stamp Administrator
http://www.k-and-s.com/newstamp/stamprepairs/RepairMenu.asp?act=R
Internet
100%

vii. Click **New Repair Ticket**.



viii. Select **Customer, Plant**, and enter in the **Tag Number** (S.T.A.M.P. ID No.) and click **Go**.



ix. Fill in the following information in the Repair Ticket screen under the following:

Under the **Part Information** Section complete the following:

x. Enter in **Repair Ticket Number**. The Repair Ticket number is the failure tag number. Some plants use a K+S failure tag and some use their own failure tag. If a failure tag does not have a number, enter in **'**No Tag', in the field.

Under the **Repair Information** Section complete the following:

xi. Fill out **Requestor** field.

xii. Fill out the **Item** field, as the PO line Item No.

xiii. Fill out the **Buyer** field, person's name requesting the order.

xiv. Fill out **Customer Shipper** field, enter customer's request for shipper number. Note: The secondary number after the back slash is the Bill of Lading Number (BOL) which is created after the part has been shipped.

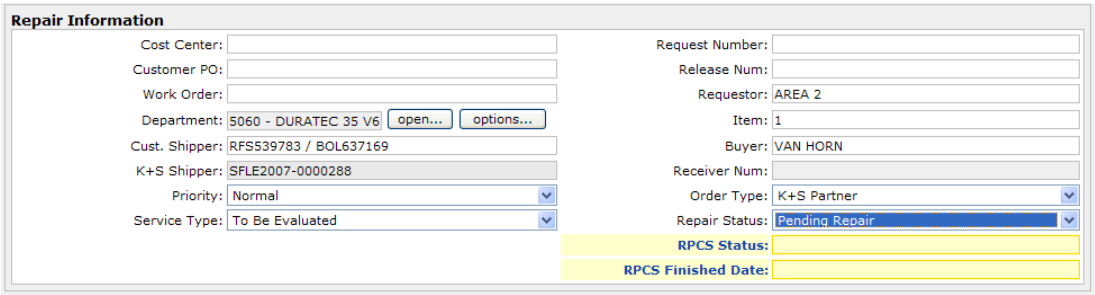
xv. Select **Order Type**.

xvi. Select, **Priority**, as 'Emergency', 'Rush', or 'Normal'.

xvii. Select, **Service Type** as **Warranty Repair**.

xviii. **Repair Status**, defaults to 'Pending Shipment'. (Note: Status must be 'Pending Shipment' in order for you to print shipper.)

xix. **Work Order** field is an optional field. Some customers create a work order for tracking purposes. Use this field if the customer uses a work order.



- If unit is a Customer Directed Repair, Sales must complete the Turnback process with the Customer Directed vendor.

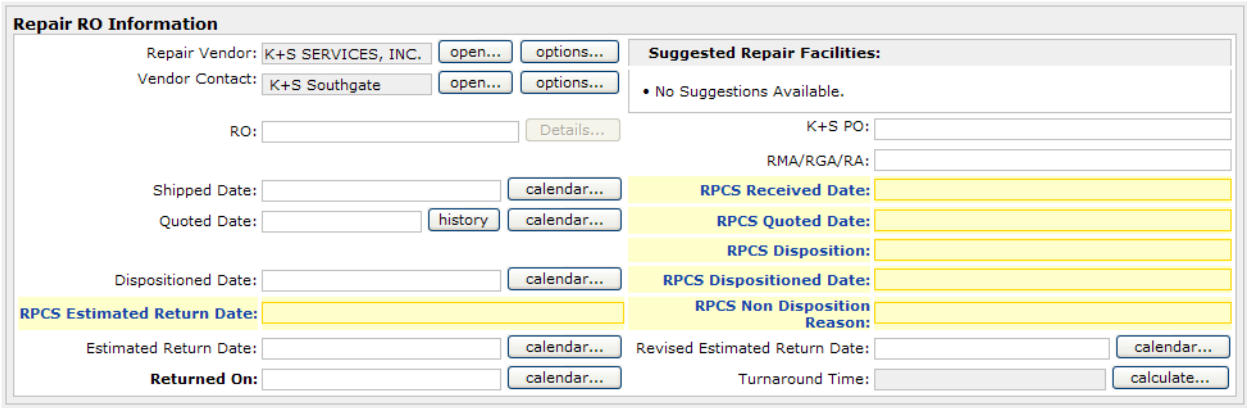
- If unit is a K+S Repair, Sales must complete the Turnback Process with the K+S Repair Facility.

Under the **Repair RO Information** Section complete the following:

xx. Select the **Repair Vendor** and **Vendor Contact** (this information will default to the previous repair vendor if the part has been previously repaired).

xxi. Fill out **RMA/RGA/RA**, if required.

xxii. Under the 'Repair RO Information' Section, select the 'Repair Vendor' and 'Vendor Contact'.



Under the **Costs & Fees** Section complete the following:

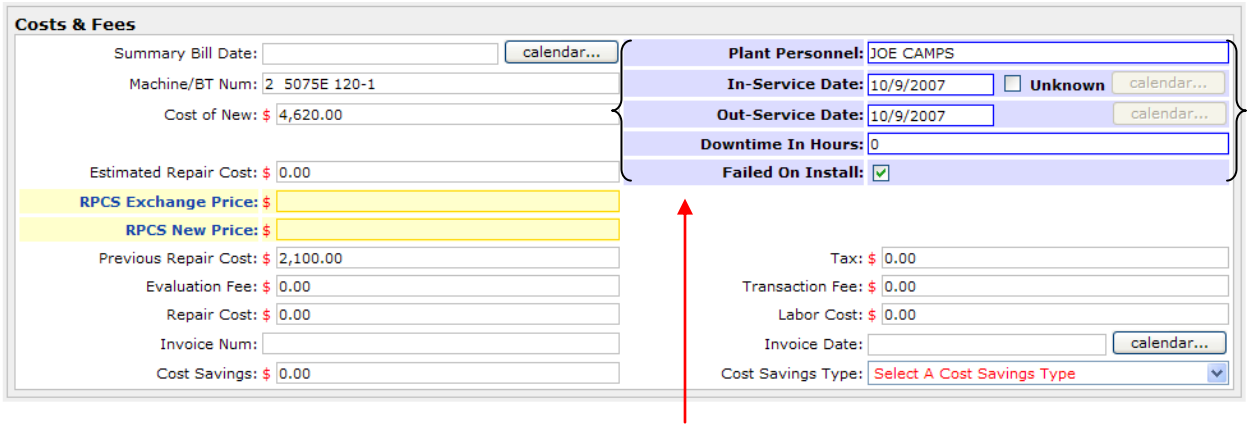
xxiii. Fill out **Plant Personnel**, name of the person who reported the failure.

xxiv. The **In-Service date** should already be in the system (updated from the Part Status screen).

xxv. The **Out-Service date** should already be in the system (updated from the Part Status screen).

xxvi. Enter in **Downtime In Hours**.

xxvii. Click the **Fail On Install** box.


Costs & Fees
Summary Bill Date: calendar...
Plant Personnel: JOE CAMPS
Machine/BT Num: 2 5075E 120-1
In-Service Date: 10/9/2007 Unknown calendar...
Cost of New: $ 4,620.00
Out-Service Date: 10/9/2007 calendar...
Downtime In Hours: 0
Estimated Repair Cost: $ 0.00
Failed On Install:
RPCS Exchange Price: $
RPCS New Price: $
Previous Repair Cost: $ 2,100.00
Tax: $ 0.00
Evaluation Fee: $ 0.00
Transaction Fee: $ 0.00
Repair Cost: $ 0.00
Labor Cost: $ 0.00
Invoice Num:
Invoice Date: calendar...
Cost Savings: $ 0.00
Cost Savings Type: Select A Cost Savings Type

- **Plant Personnel** – Enter in the name of the customer who reported the unit failure.
- **In-Service Date** – This information should already be in S.T.A.M.P. (date unit was requisitioned from crib/inventory). If it is not there, enter in the In-Service Date. If the In-Service Date is unknown check the Unknown box.
- Click the **Fail on Install** box (Note: Out-Service Date will automatically populate.)
- **Out-Service Date.** This information should already be there if the part status screen was updated. You should update the part status before creating a repair ticket.
- Enter in the number of **Downtime in Hours** the plant experienced do to the unit failing.

Please Note the Following: Turnback Criteria

- *If the In-Service Date to the Out-Service Date is greater than five days the repair ticket will be submitted as a regular warranty (it does not count Saturday's or Sunday's).*
- *If you forget to click the Failed On Install button before adding the repair ticket and the In-Service to Out-Service date is within 5 days a prompt will display, notifying you that this units meets the Turnback criteria and will ask you to accept or not accept generating a Turnback on the repair ticket.*
- *If the repair warranty has expired, the system will not allow you to generate a Turnback for that particular repair. It will add the repair ticket and a message box will come up telling you that the warranty on this item has expired and a Turnback has not been created.*
- *If the Out-Service date to the creation date of the Turnback is greater than 30 days the program will not generate a Turnback and the repair ticket will be submitted as a regular warranty.*

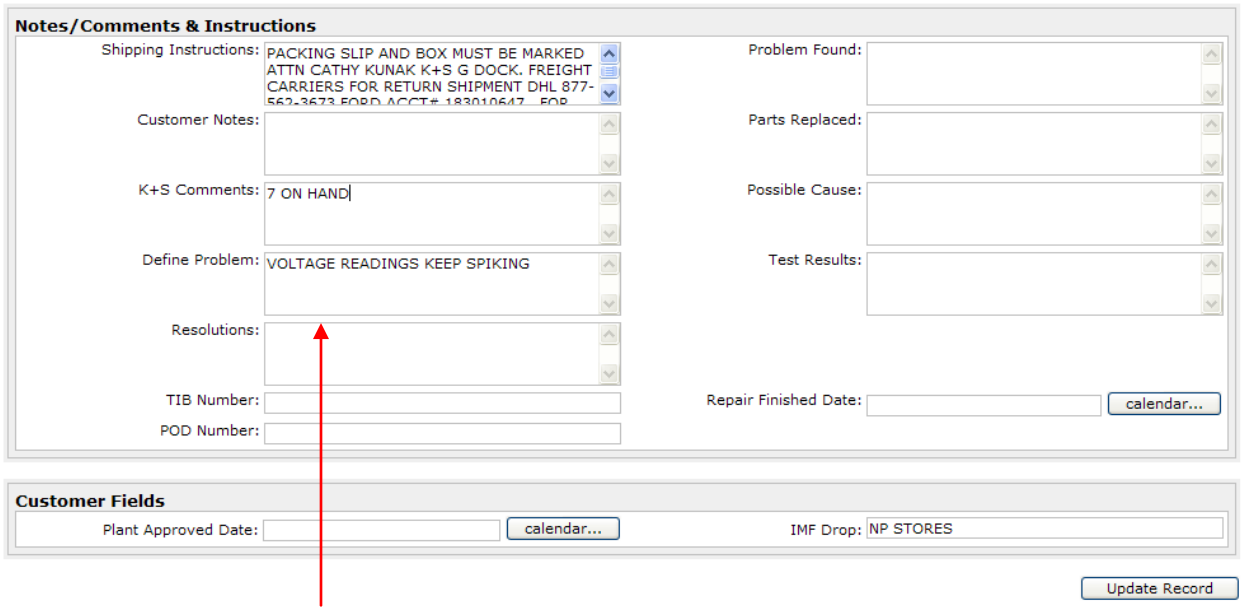
Under the **Notes/Comments & Instructions** Section complete the following;

xxviii. Under **Shipping Instructions**, place any special shipping instructions or return instructions. E.g. If the part needs to be delivered to a particular dock on return, place this information into this field. E.g. If the customer requires a certain carrier to be used, place this information into this field.

xxix. Under **Customer Notes**, place any information that you would like the customer to see. (Note: This field is viewable by the customer.)

xxx. Under **K+S Comments**, place any comments specific to the part. (Note: This field is not viewable by the customer.)

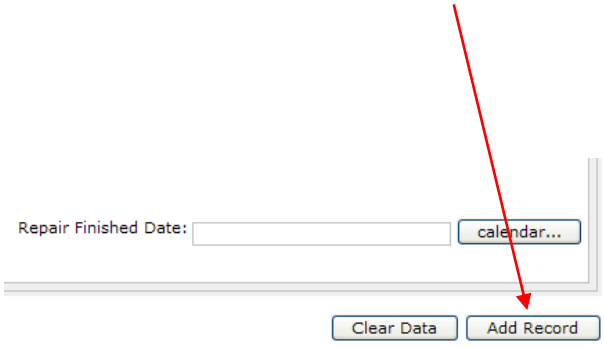
xxxi. Under **Define Problem**, describe the defects of the unit. This information would come from the failure tag or discussions from the customer/maintenance personnel.



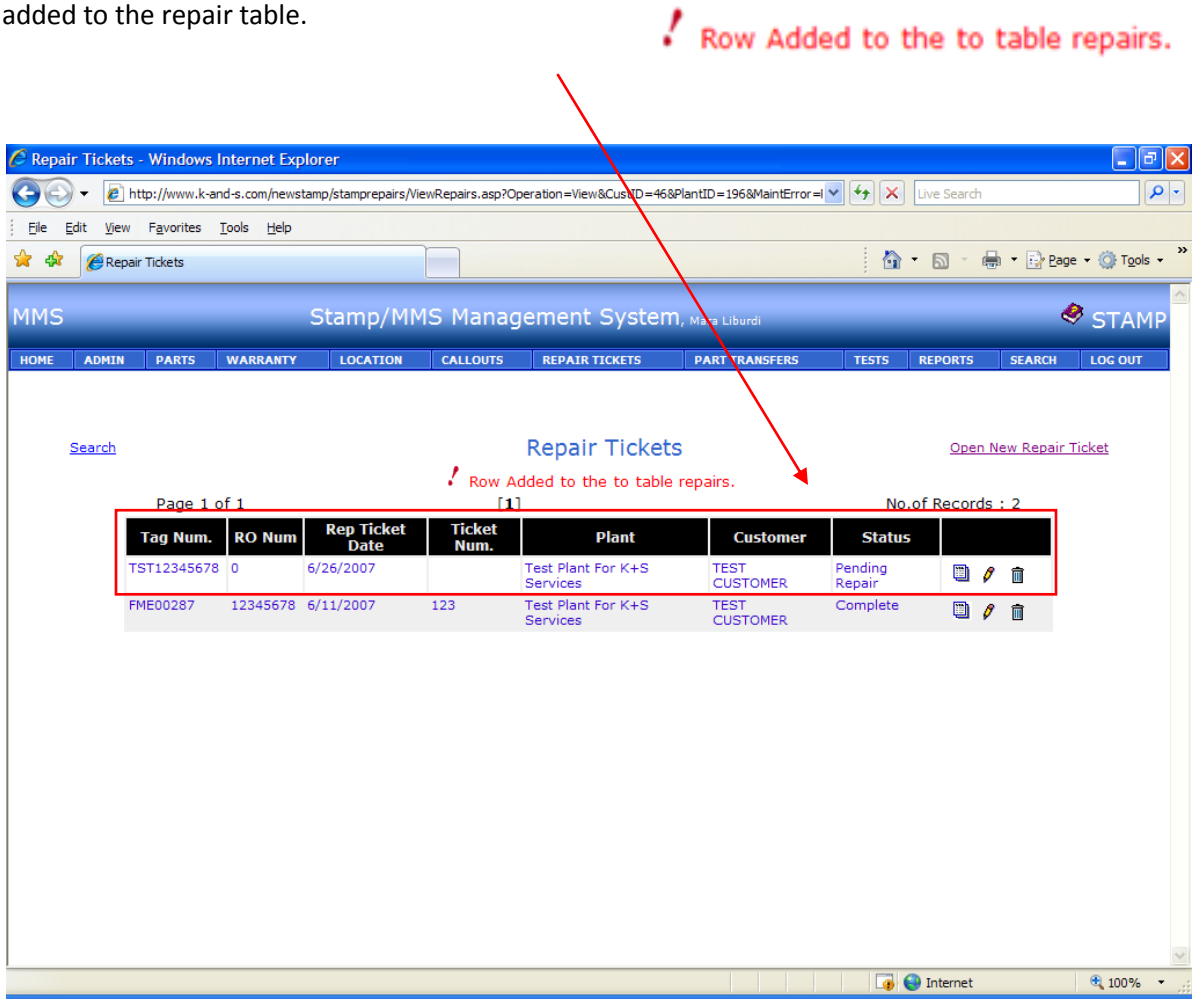
Fill out the Define Problem Box with results from Initial Investigation.

- Describe defect(s) of unit?
- What was the original machine breakdown or fault?
- What sequence of events took place to get the machine up and running?
- What is the customer's application?

xxxii. Information required to create the repair ticket and initiate a Turnback is now complete. Click **Add Record**.



Once record has been added, a screen will be displayed confirming that the Repair Ticket has been added to the repair table.



The Turnback form will be available for Operations to view once you ship the unit and it is received at the repair facility.

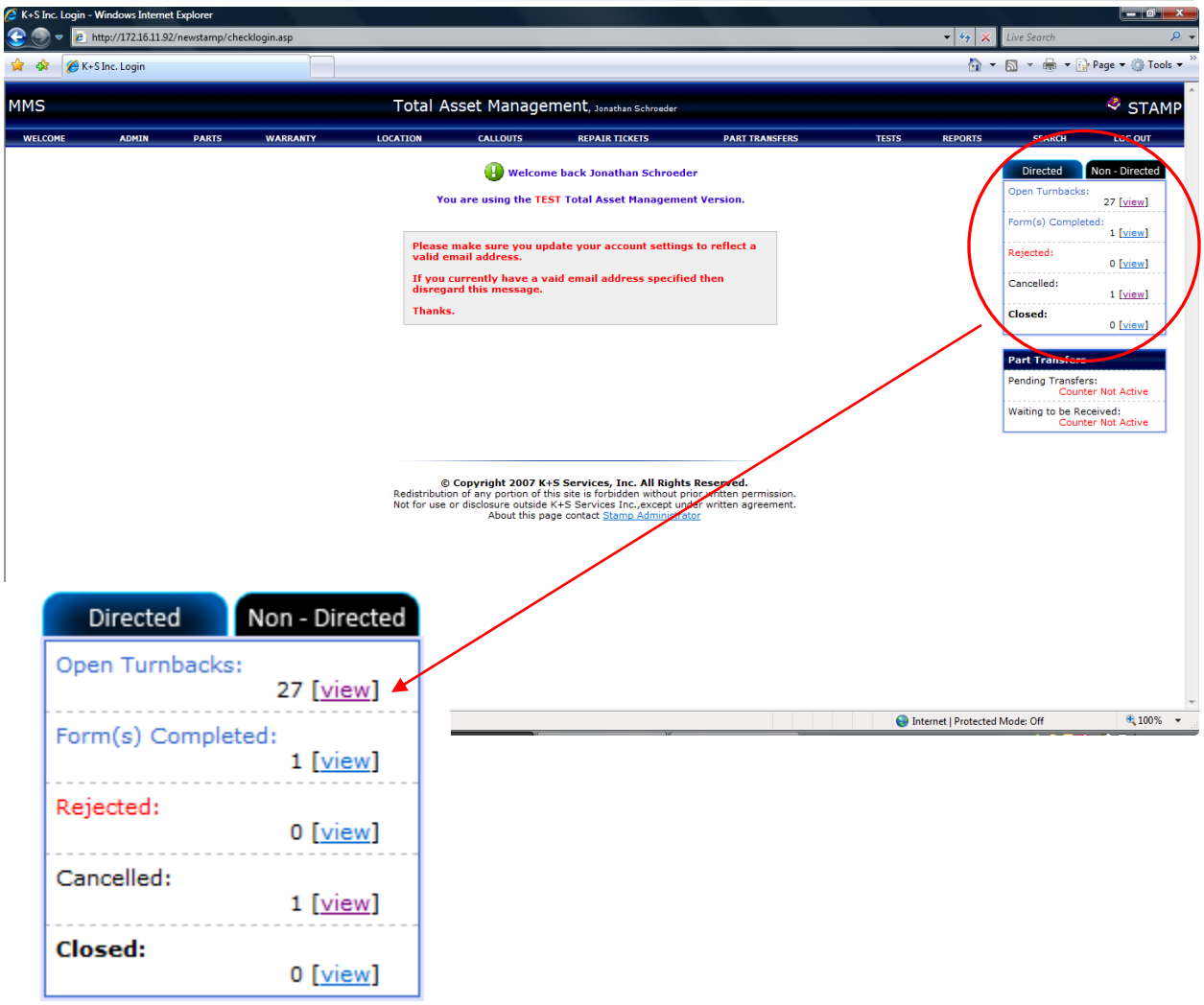
b. **Viewing the Turnback form created**

Once the Repair Ticket has been added / created you may now view the Turnback form at any time by Clicking on 'View Turnback'. Simply click the following:

i. Click **Welcome**.

ii. Click **Directed** or **Non-Directed** tab.

iii. Click **View** under Open Turnbacks.


K+S Inc. Login - Windows Internet Explorer
http://172.16.11.92/newstamp/checklogin.asp
MMS
Total Asset Management, Jonathan Schroeder
STAMP
WELCOME
ADMIN
PARTS
WARRANTY
LOCATION
CALLOUTS
REPAIR TICKETS
PART TRANSFERS
TESTS
REPORTS
SEARCH
LOG OUT
Welcome back Jonathan Schroeder
You are using the TEST Total Asset Management Version.
Please make sure you update your account settings to reflect a valid email address.
If you currently have a vaid email address specified then disregard this message.
Thanks.
Directed
Non - Directed
Open Turnbacks: 27 [view]
Form(s) Completed: 1 [view]
Rejected: 0 [view]
Cancelled: 1 [view]
Closed: 0 [view]
Part Transfers
Pending Transfers: Counter Not Active
Waiting to be Received: Counter Not Active
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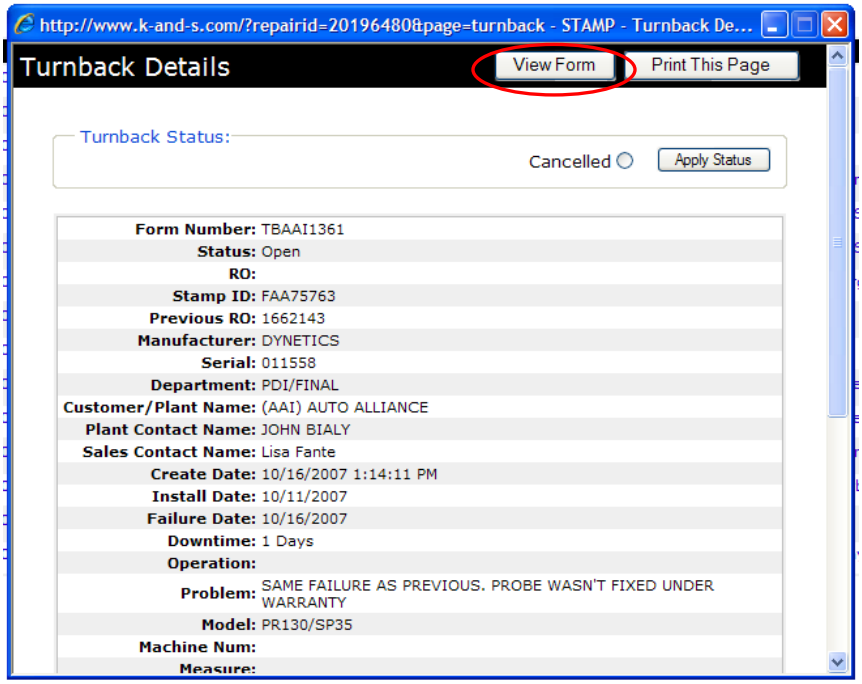
About this page contact Stamp Administrator
Internet | Protected Mode: Off
100%

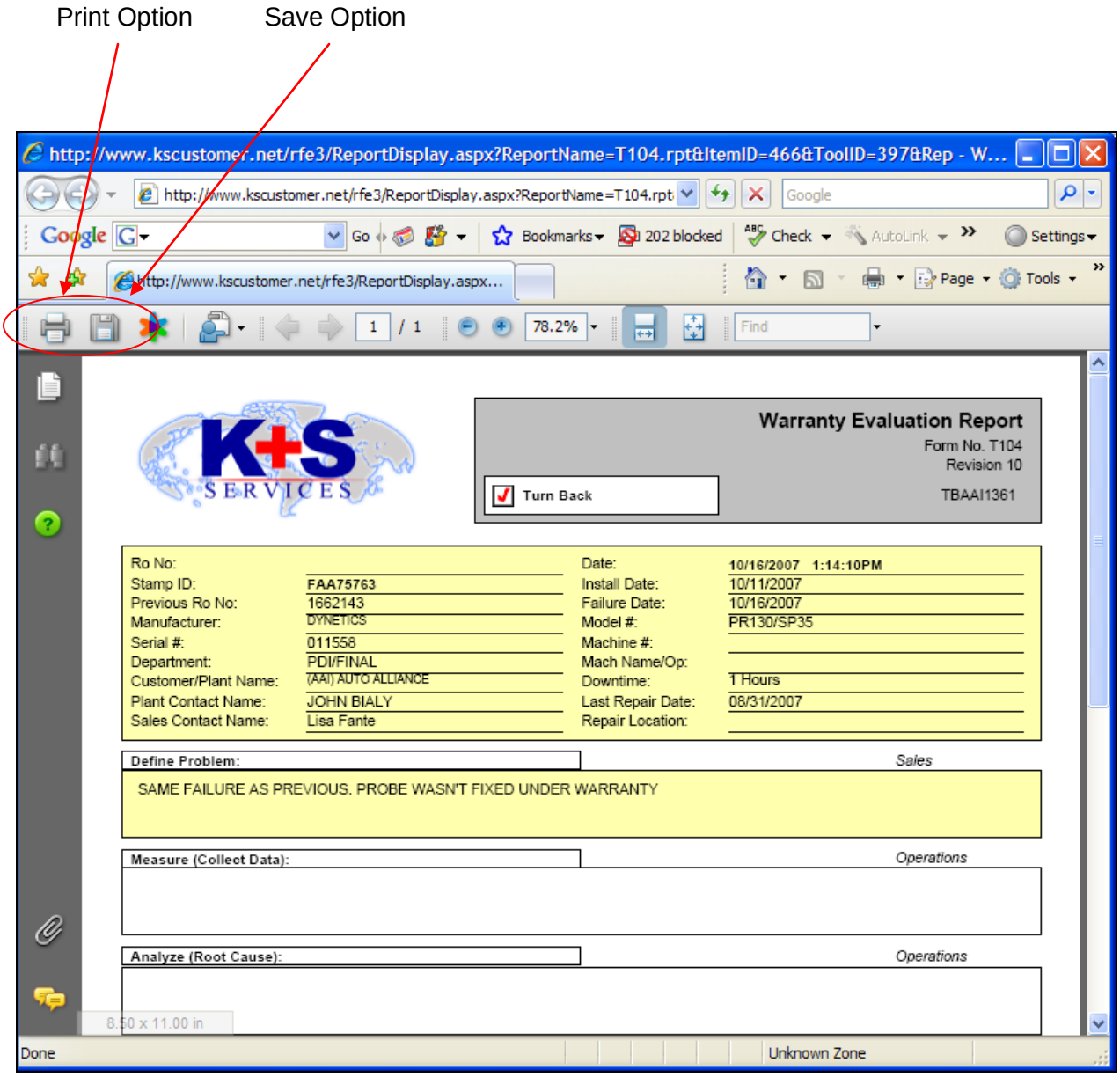
iv. Choose the correct Turnback and Click **Details**.

v. Click **View Form**.

MMS
Total Asset Management, Mara Liburdi
STAMP
WELCOME ADMIN PARTS WARRANTY LOCATION CALLOUTS REPAIR TICKETS PART TRANSFERS TESTS REPORTS SEARCH LOG OUT
Turnback Forms
Page 1 of 11
[1 2 3 4 5 6 7 8 9 10] Next> : Last>>
No.of Records : 153
Form Number | Status | Open Date | Last Updated On | PlantName
TBCTU1169 Open 9/6/2007 2:52:49 PM 9/6/2007 2:52:49 PM Cooper Tire - Tupelo
TBTST1168 Open 9/6/2007 2:43:51 PM 9/6/2007 2:43:51 PM Test Plant For K+S Services
TBTST1167 Open 8/29/2007 1:43:52 PM 8/29/2007 1:43:52 PM Test Plant For K+S Services
TBPNB1166 Open 8/29/2007 10:18:20 AM 8/29/2007 10:18:20 AM Pratt & Whitney North Berwick
TBCME1165 Open 8/29/2007 10:12:28 AM 8/29/2007 10:12:28 AM Chrysler Mack Engine 1 & 2
TBTST1164 Open 8/29/2007 9:51:58 AM 8/29/2007 9:51:58 AM Test Plant For K+S Services
TBTMMC1163 Open 8/28/2007 3:19:17 PM 8/28/2007 3:19:17 PM Toyota Cambridge
TBCTU1162 Open 8/28/2007 3:17:54 PM 8/28/2007 3:17:54 PM Cooper Tire - Tupelo
TBITP1161 Open 8/28/2007 3:10:12 PM 8/28/2007 3:10:12 PM Indiana Transmission
TBFKC1160 Open 8/28/2007 3:08:59 PM 8/28/2007 3:08:59 PM Ford Kansas City
TBPNB1159 Open 8/28/2007 3:07:52 PM 8/28/2007 3:07:52 PM Pratt & Whitney North Berwick
TBTST1158 Open 8/28/2007 2:22:58 PM 8/28/2007 2:22:58 PM Test Plant For K+S Services
TBCME1157 Open 8/27/2007 2:31:16 PM 8/27/2007 2:31:16 PM Chrysler Mack Engine 1 & 2
TBAAI1156 Open 8/16/2007 12:32:49 PM 8/16/2007 12:32:49 PM Auto Alliance
TBCTA1155 Open 8/16/2007 8:27:53 AM 8/16/2007 8:27:53 AM Cooper Tire - Albany
Details...

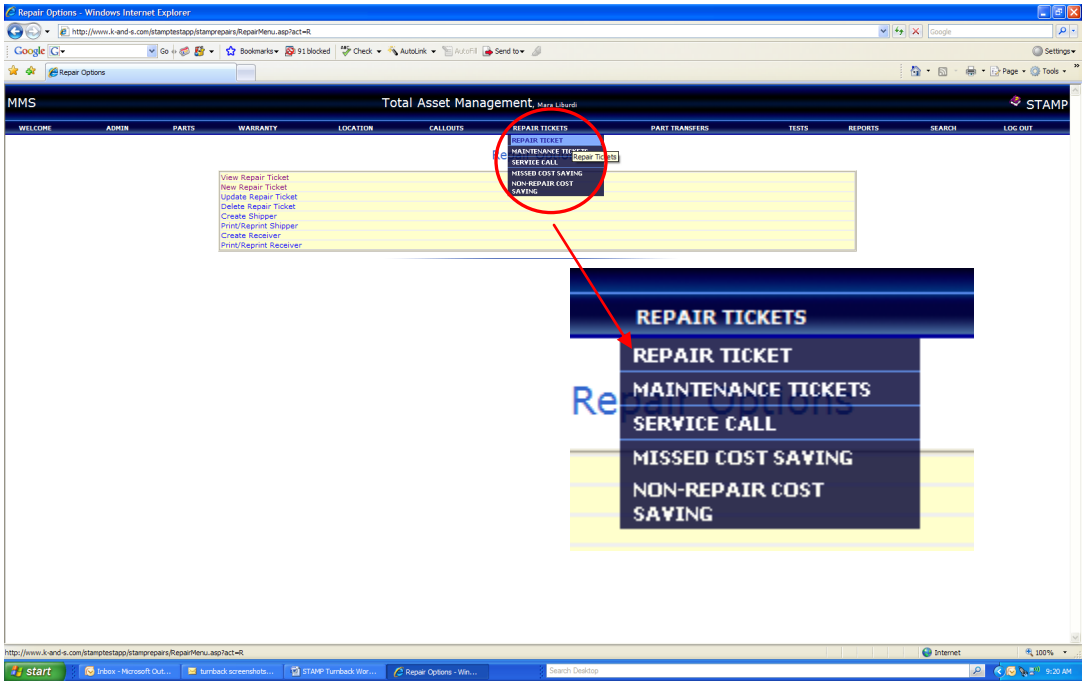

http://www.k-and-s.com/?repairid=20196480&page=turnback - STAMP - Turnback De...
Turnback Details
View Form
Print This Page
Turnback Status:
Cancelled
Apply Status
Form Number: TBAAI1361
Status: Open
RO:
Stamp ID: FAA75763
Previous RO: 1662143
Manufacturer: DYNETICS
Serial: 011558
Department: PDI/FINAL
Customer/Plant Name: (AAI) AUTO ALLIANCE
Plant Contact Name: JOHN BIALY
Sales Contact Name: Lisa Fante
Create Date: 10/16/2007 1:14:11 PM
Install Date: 10/11/2007
Failure Date: 10/16/2007
Downtime: 1 Days
Operation:
Problem: SAME FAILURE AS PREVIOUS. PROBE WASN'T FIXED UNDER WARRANTY
Model: PR130/SP35
Machine Num:
Measure:

The Turnback form will appear as below. You may print or save the Turnback form.

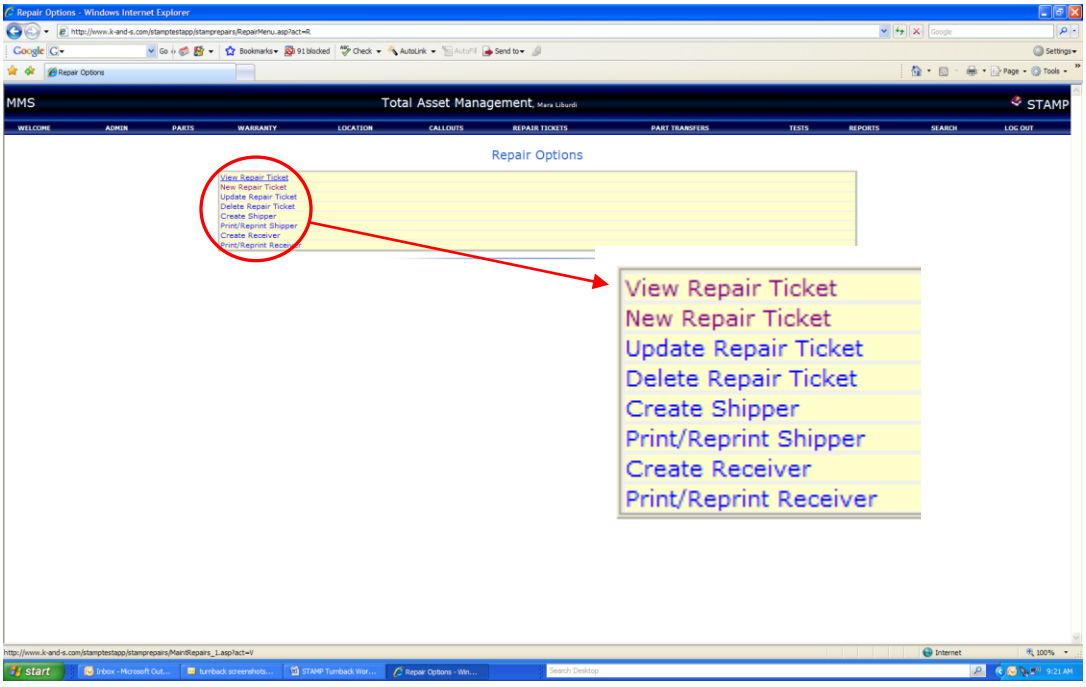


OR you may view the Turnback form by the following as well:

i. Click **Repair Ticket**.

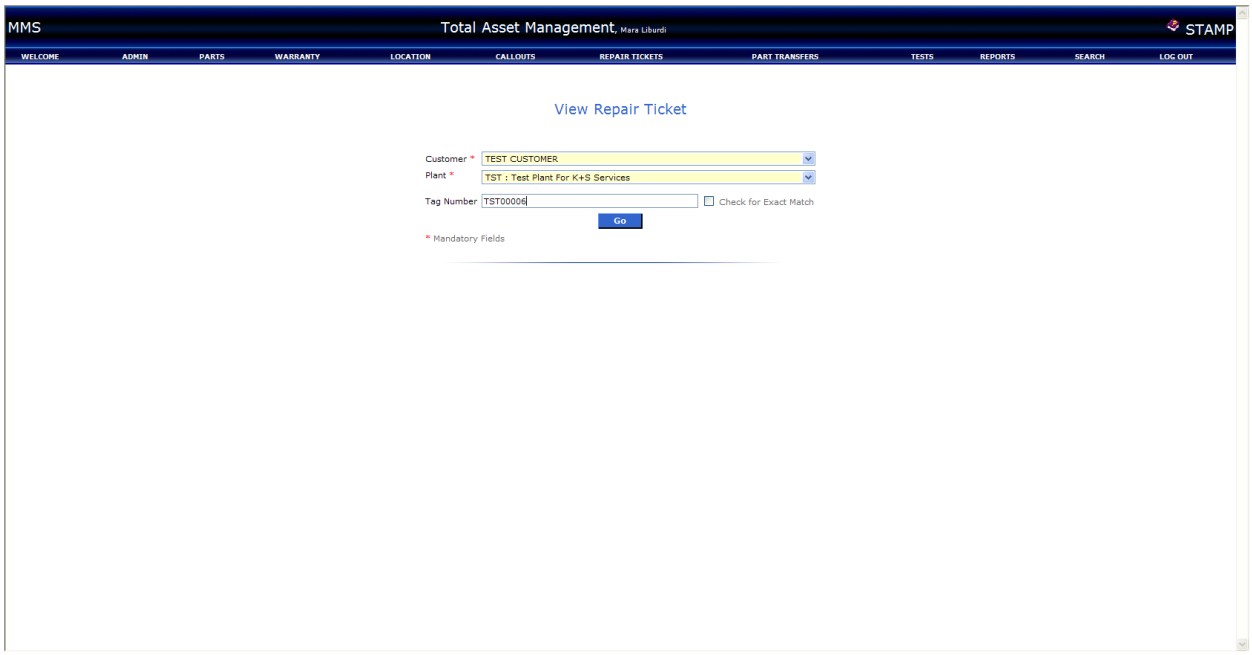


ii. Click **View Repair Ticket**.

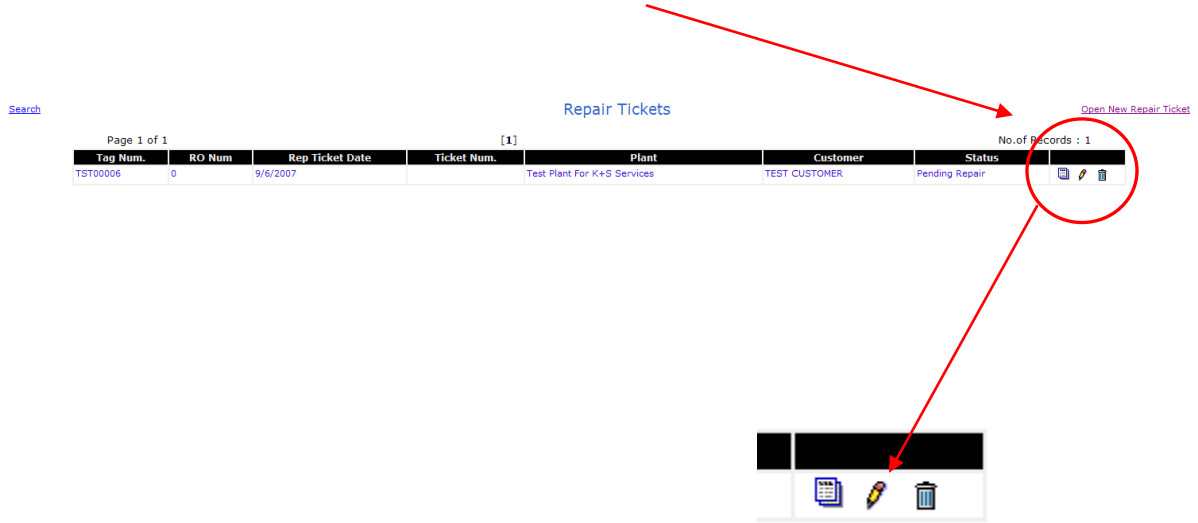


iii. Enter in **Tag Number** (S.T.A.M.P. ID). Ensure customer & plant are correct.

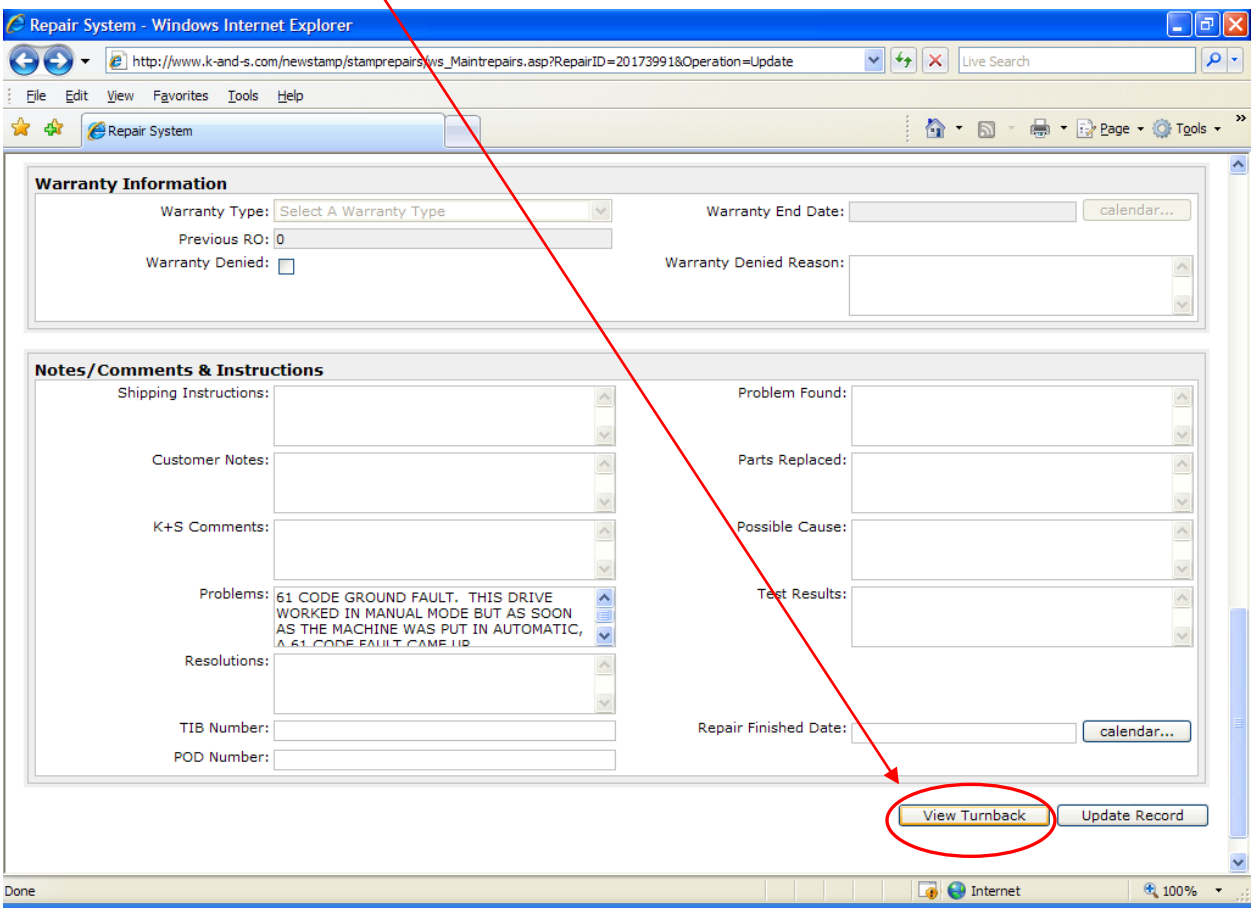
iv. Click **Go**.



v. Choose the Turnback no. and click update.

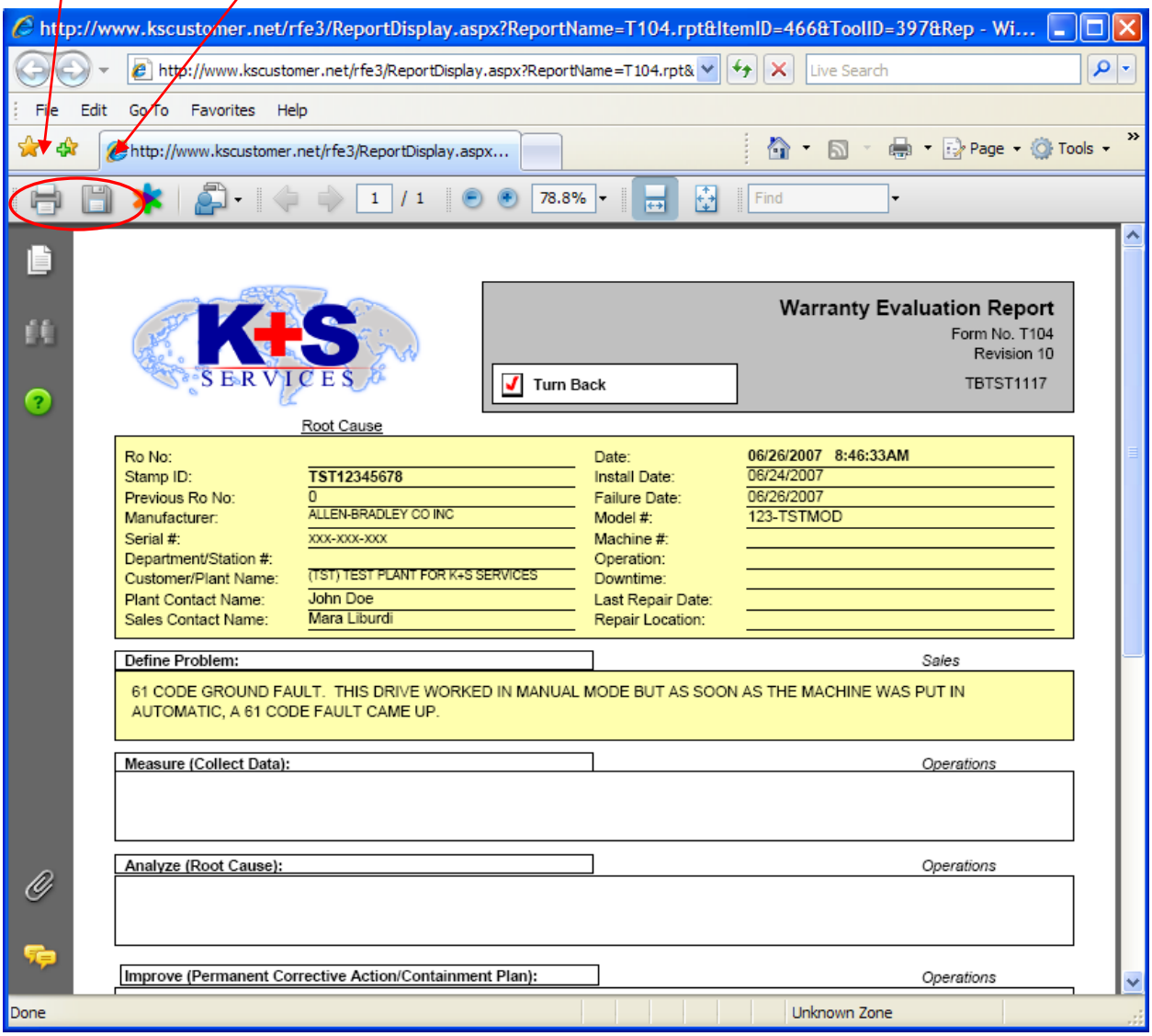


vi. Click **View Turnback**.



- The Turnback form will appear as below.
- You may print or save the Turnback form.

Print Option Save Option



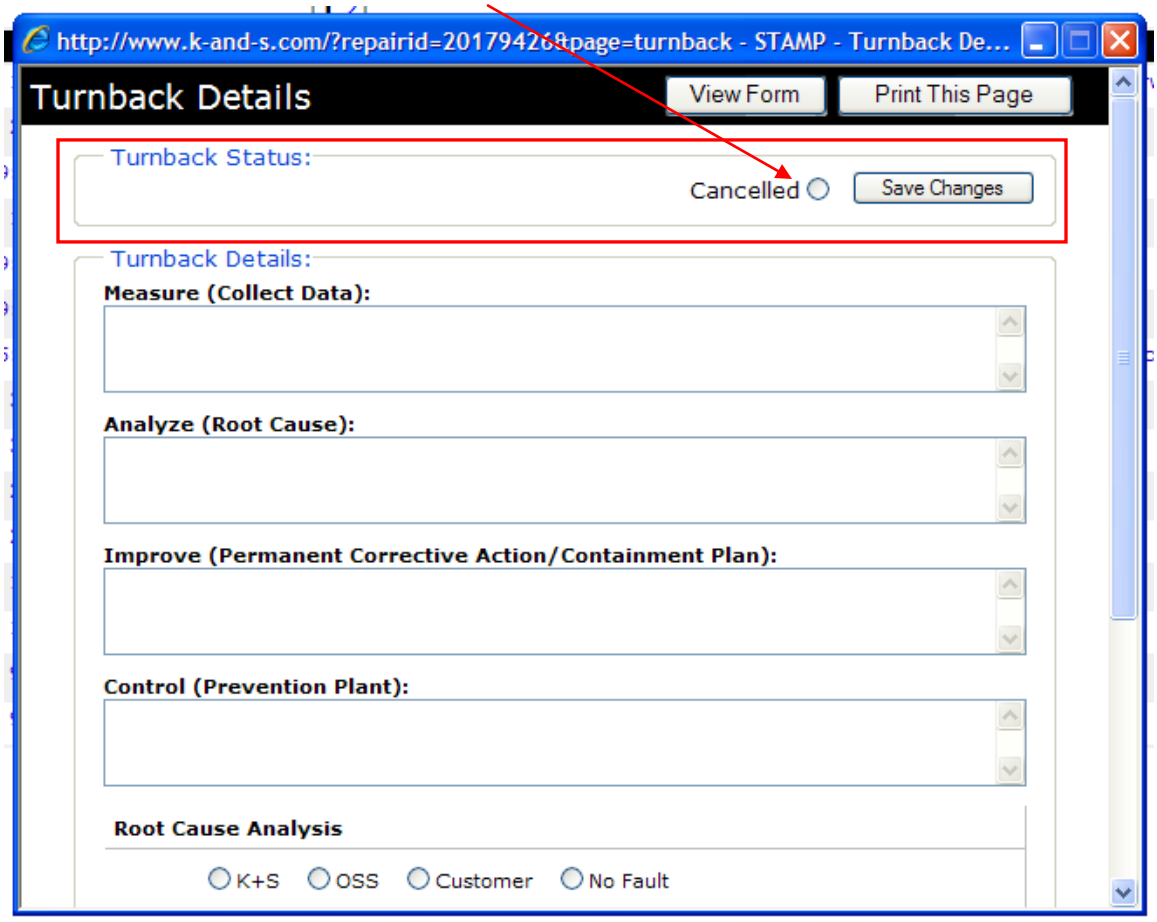
Once the Turnback is open and the customer notifies K+S that the machine failure was not due to K+S's repair you may at any time cancel the Turnback form. You may also cancel the Turnback for other valid reasons.

a. Click **Cancelled.**

b. Enter in Reason for cancelling the Turnback.

c. Click **Save Changes**.

Once the Turnback is cancelled, the form is saved and may not be changed in the future.



vii. Tag the unit with a fluorescent red Turnback tag and write the Turnback No., (Previous) RO No., Serial/S.T.A.M.P. ID No. and Date on the Turnback tag.

Note: You can obtain/order the tags from the Southgate parts room and request that they are mailed to your location.

Front Side Back Side

viii. Place all required paper work with unit.

ix. Place an emergency sticker on the outside of the box.

Note: You can obtain / order the emergency stickers from the Southgate parts room and request that they are mailed to your location.

x. Ship unit to Original Repair Facility or Customer Directed Vendor.

You have now initiated the Turnback form and must wait to obtain a response from Operations in order to review the analysis with the customer and either 'Reject', 'Cancel', or 'Close' the Turnback form. Note: If the repaired item is a Customer Directed repair an email notification with be emailed to your inbox with the following instructions:

From: quality@k-and-s.com [mailto:quality@k-and-s.com]
Sent: Thursday, September 13, 2007 11:56 AM
To: Jonathan Schroeder
Subject: Turnback Email Generated for TBPNB1154

A Turnback has been generated for a Customer (Tiered) Directed order.

All Tiered Order Type Turnbacks are the responsibility of the account manager. Please print out a copy of the Turnback form, tag the unit with a Turnback tag, and ship the unit to the Customer directed vendor with all paper work including the Turnback form. Once you obtain information needed to complete the Turnback form from the vendor, please open your Turnback form in S.T.A.M.P. for editing. When you complete the Turnback form you can click, 'Save Changes'. Once you click 'Save Changes' the S.T.A.M.P. system will be updated.

Thanks,
K+S Quality Team

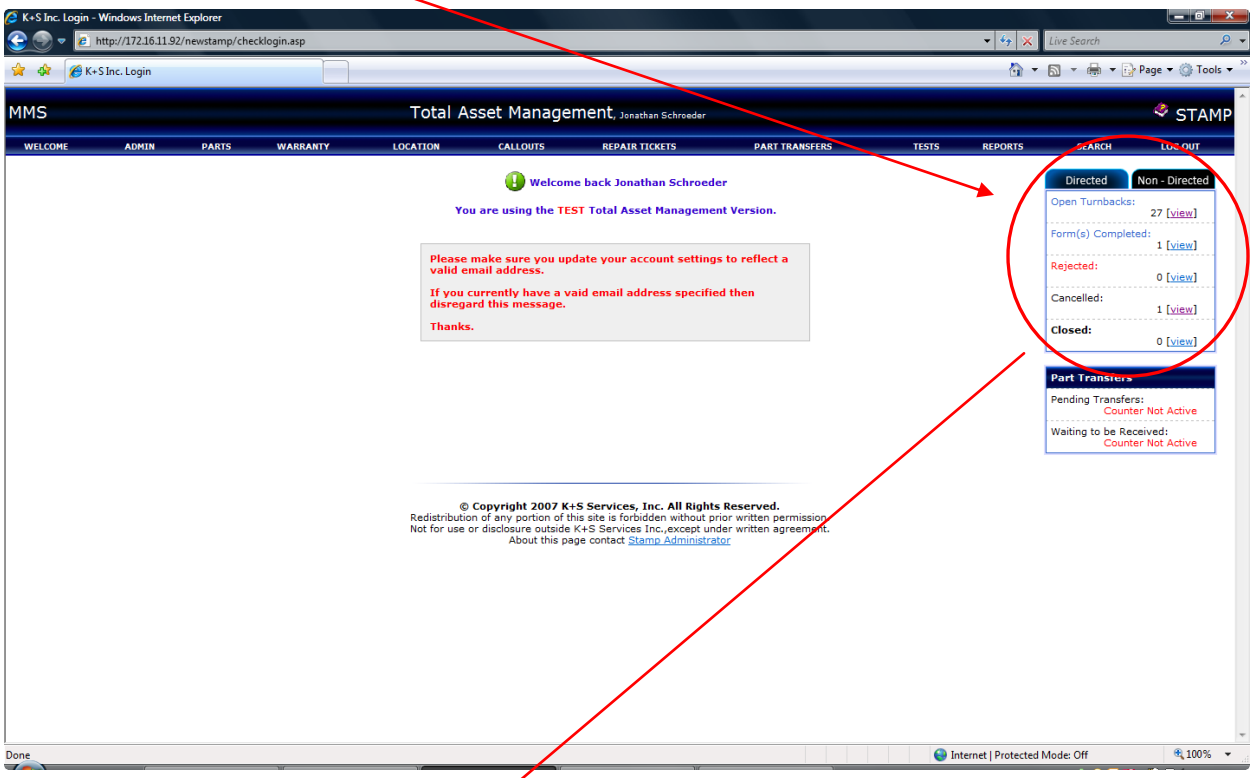
Please see the following section**, e. Closing or Cancelling Directed Turnbacks,** for further instructions on how to close out Directed Turnbacks from S.T.A.M.P..

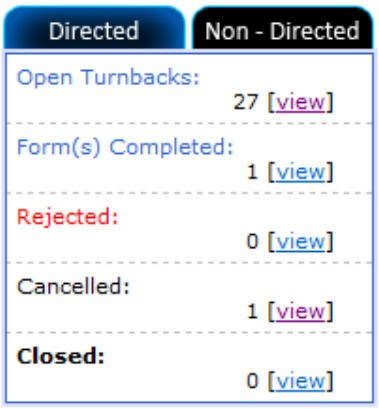
B. Viewing the Status of Turnbacks in S.T.A.M.P.

i. You can view the status of your plant Turnbacks when you log back into S.T.A.M.P..

The following information will be viewable in the right hand corner of your screen:

Initial login screen

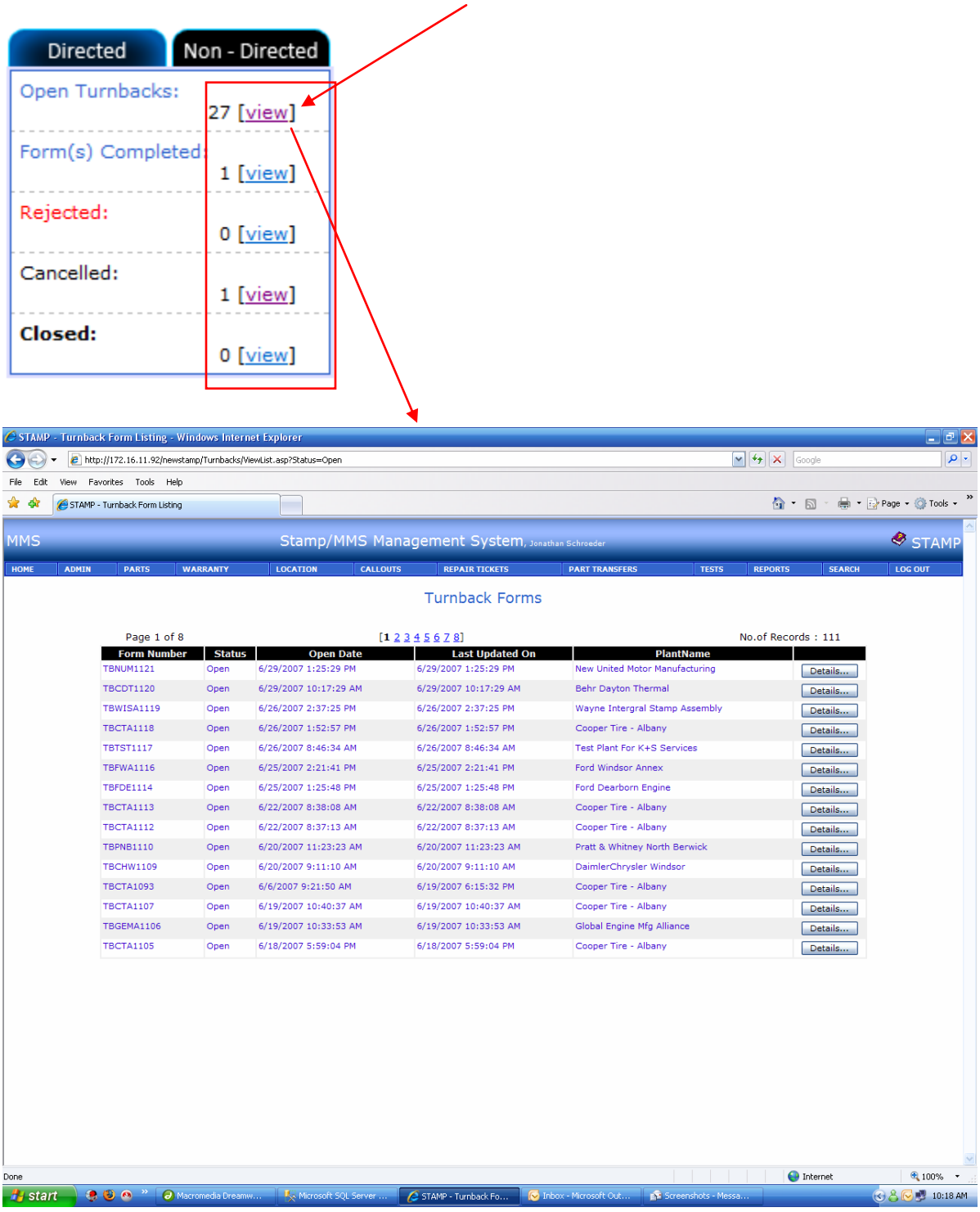




Toggle between Directed and Non-Directed Turnbacks

- Non-Directed and Directed Turnbacks
- The total number of Open Turnbacks
- The total number of Turnback Form(s)s Completed
- The total number of Turnbacks Rejected
- The total number of Turnbacks Cancelled
- The total number of Turnbacks Closed

ii. When you click view under any of the following headings, a list of the Turnbacks under that heading will be displayed. You may at anytime view the Turnback forms. The number displayed beside view is the number of Turnbacks under that particular status.


Directed
Non - Directed
Open Turnbacks:
27 [view]
Form(s) Completed:
1 [view]
Rejected:
0 [view]
Cancelled:
1 [view]
Closed:
0 [view]
STAMP - Turnback Form Listing - Windows Internet Explorer
http://172.16.11.92/newstamp/Turnbacks/ViewList.asp?Status=Open
File Edit View Favorites Tools Help
STAMP - Turnback Form Listing
MMS
Stamp/MMS Management System, Jonathan Schroeder
STAMP
HOME ADMIN PARTS WARRANTY LOCATION CALLOUTS REPAIR TICKETS PART TRANSFERS TESTS REPORTS SEARCH LOG OUT
Turnback Forms
Page 1 of 8
[1 2 3 4 5 6 7 8]
No.of Records : 111
Form Number Status Open Date Last Updated On PlantName
TBNUM1121 Open 6/29/2007 1:25:29 PM 6/29/2007 1:25:29 PM New United Motor Manufacturing Details...
TBCDT1120 Open 6/29/2007 10:17:29 AM 6/29/2007 10:17:29 AM Behr Dayton Thermal Details...
TBWISA1119 Open 6/26/2007 2:37:25 PM 6/26/2007 2:37:25 PM Wayne Intergral Stamp Assembly Details...
TBCTA1118 Open 6/26/2007 1:52:57 PM 6/26/2007 1:52:57 PM Cooper Tire - Albany Details...
TBTST1117 Open 6/26/2007 8:46:34 AM 6/26/2007 8:46:34 AM Test Plant For K+S Services Details...
TBFWA1116 Open 6/25/2007 2:21:41 PM 6/25/2007 2:21:41 PM Ford Windsor Annex Details...
TBFDE1114 Open 6/25/2007 1:25:48 PM 6/25/2007 1:25:48 PM Ford Dearborn Engine Details...
TBCTA1113 Open 6/22/2007 8:38:08 AM 6/22/2007 8:38:08 AM Cooper Tire - Albany Details...
TBCTA1112 Open 6/22/2007 8:37:13 AM 6/22/2007 8:37:13 AM Cooper Tire - Albany Details...
TBPNB1110 Open 6/20/2007 11:23:23 AM 6/20/2007 11:23:23 AM Pratt & Whitney North Berwick Details...
TBCHW1109 Open 6/20/2007 9:11:10 AM 6/20/2007 9:11:10 AM DaimlerChrysler Windsor Details...
TBCTA1093 Open 6/6/2007 9:21:50 AM 6/19/2007 6:15:32 PM Cooper Tire - Albany Details...
TBCTA1107 Open 6/19/2007 10:40:37 AM 6/19/2007 10:40:37 AM Cooper Tire - Albany Details...
TBGEMA1106 Open 6/19/2007 10:33:53 AM 6/19/2007 10:33:53 AM Global Engine Mfg Alliance Details...
TBCTA1105 Open 6/18/2007 5:59:04 PM 6/18/2007 5:59:04 PM Cooper Tire - Albany Details...
Done
Internet
100%
start
10:18 AM

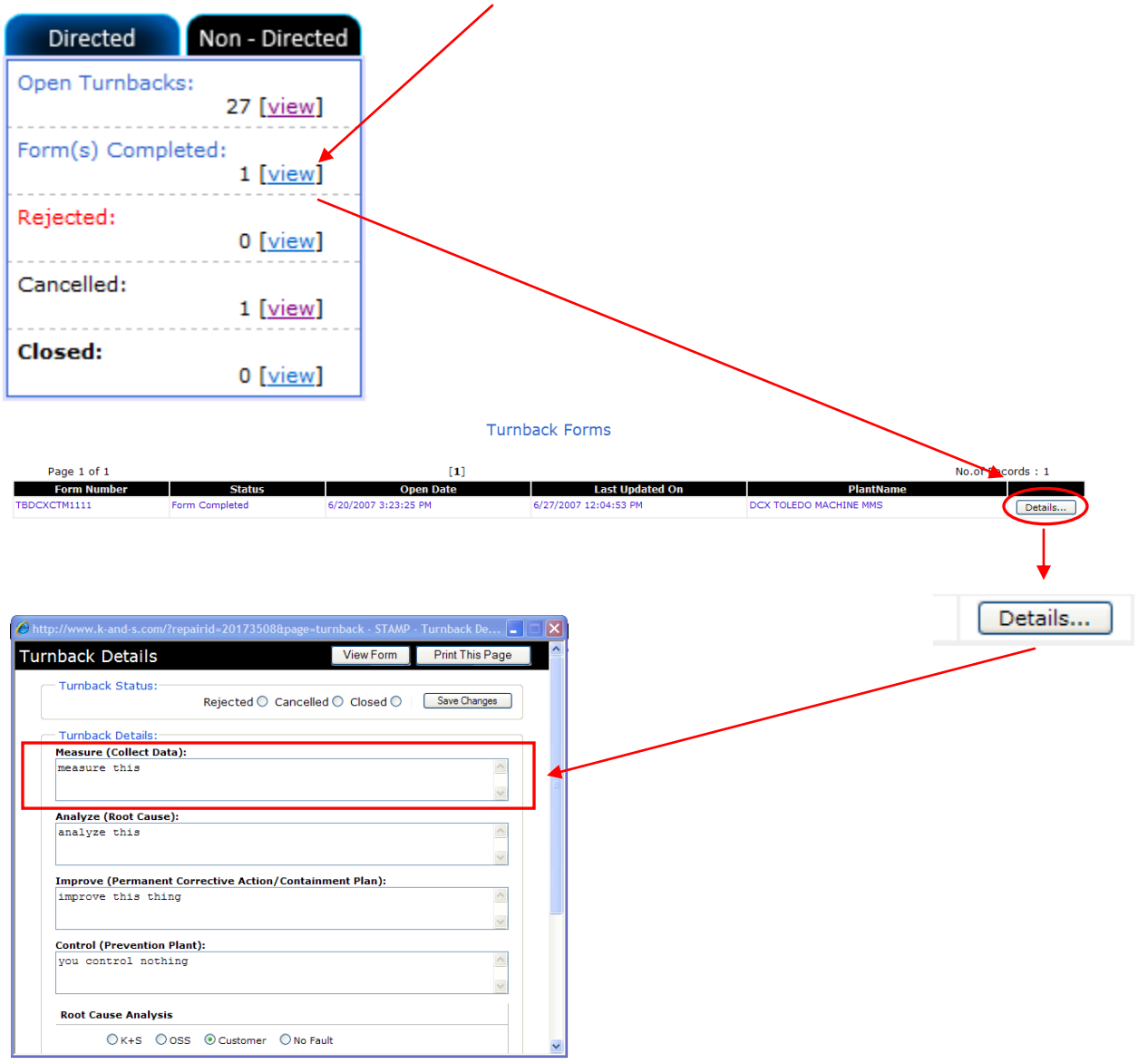
D. Closing Non-Directed Turnbacks (Rejecting, Cancelling, or Approving Completed Turnback Form(s) from OP's)

Once a Turnback form is completed by OP's the Form(s) Completed section is automatically updated.

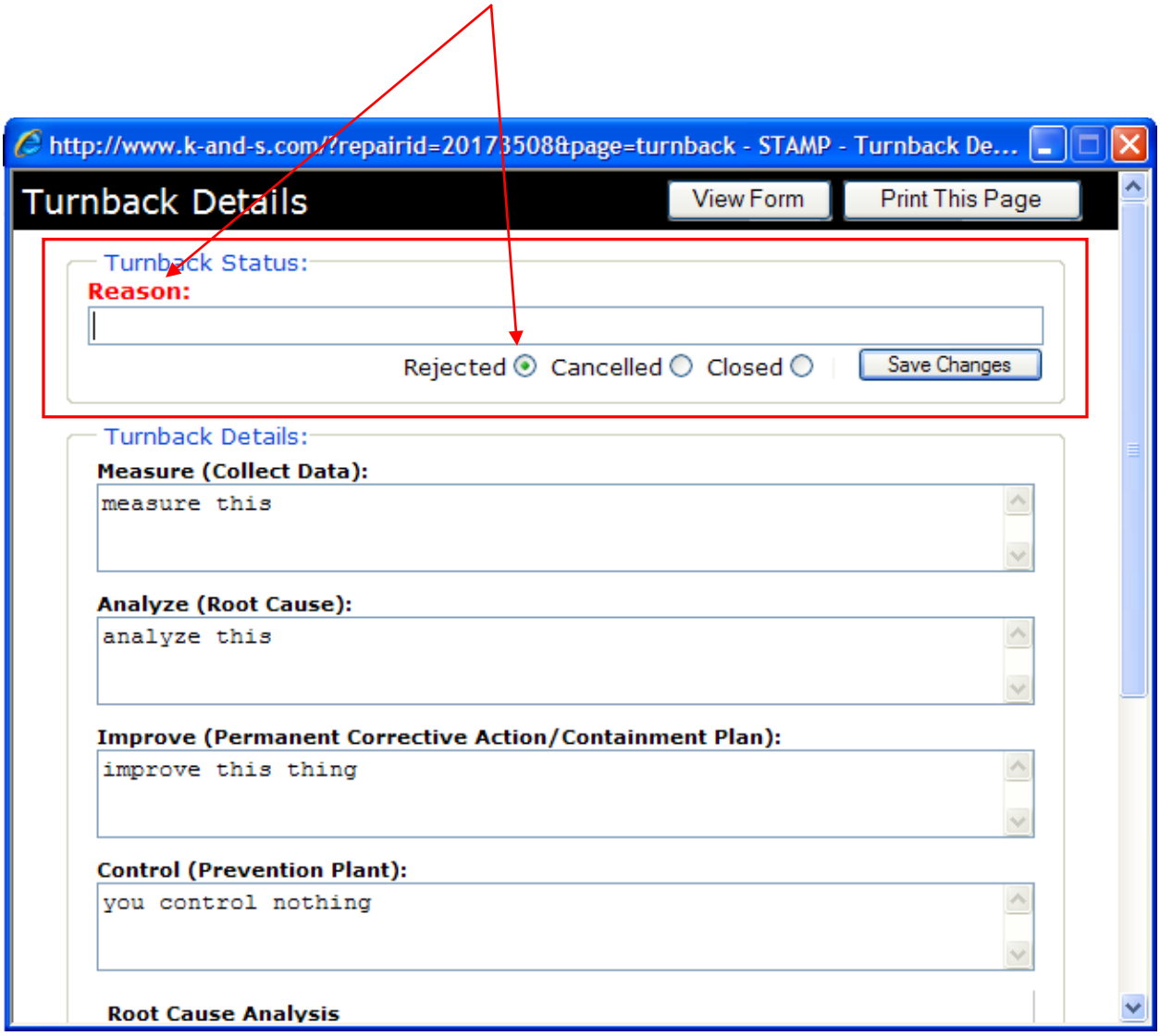
iii. At this point Sales must review the completed Turnback form with the customer and either 'REJECT', 'CANCEL', or 'CLOSE' the Turnback form.

iv. Click **view** under Form(s) Completed.

v. Choose the Turnback form you wish to view and click the **Details** button. This is the details screen which allows you to approve, reject or cancel the Turnback form.



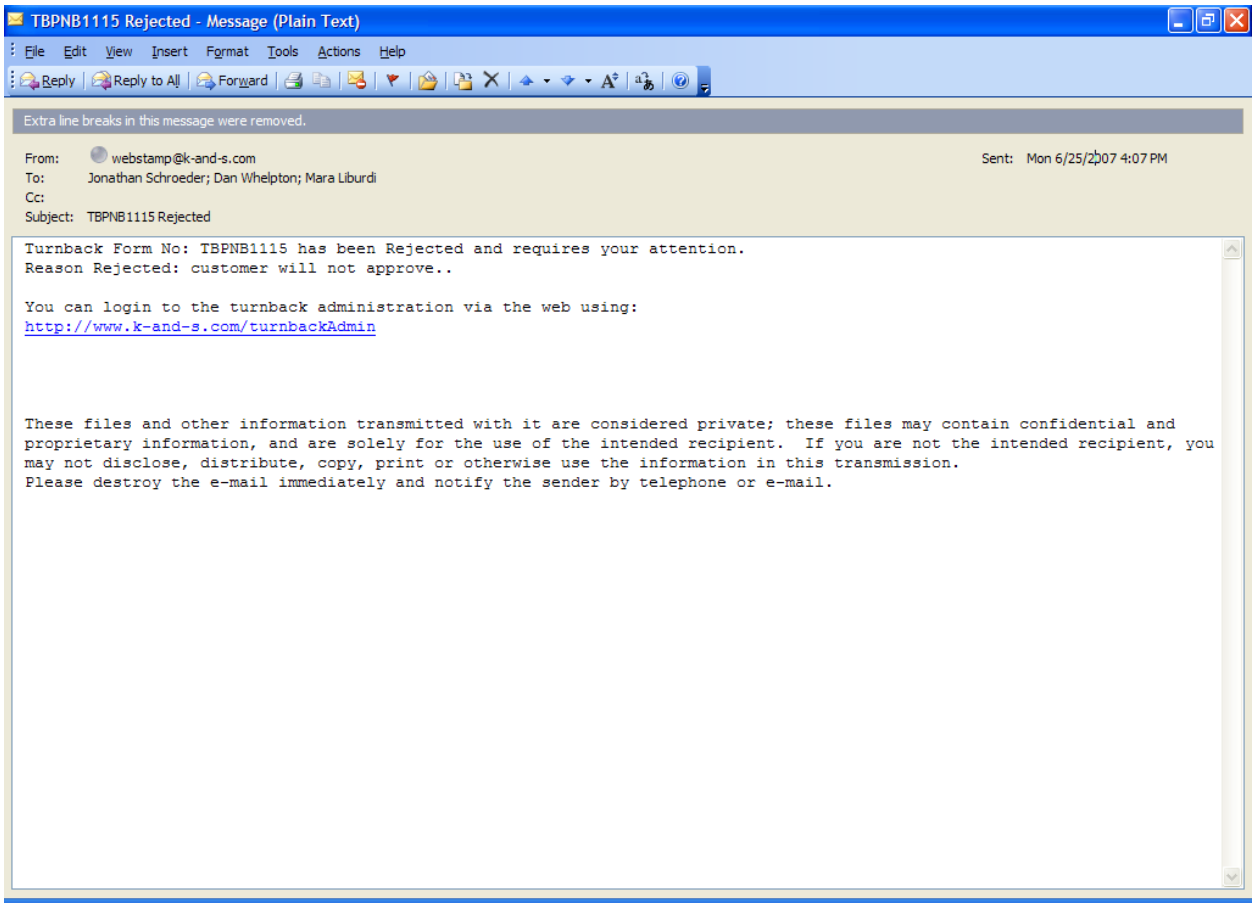
vi. If the customer rejects the Turnback form, choose the 'Rejected' button, enter in the reason as to why the customer rejected the Turnback, and Click **Save Changes**.



vii. If a Turnback is rejected an email will be generated and sent to the Quality department for further investigation.

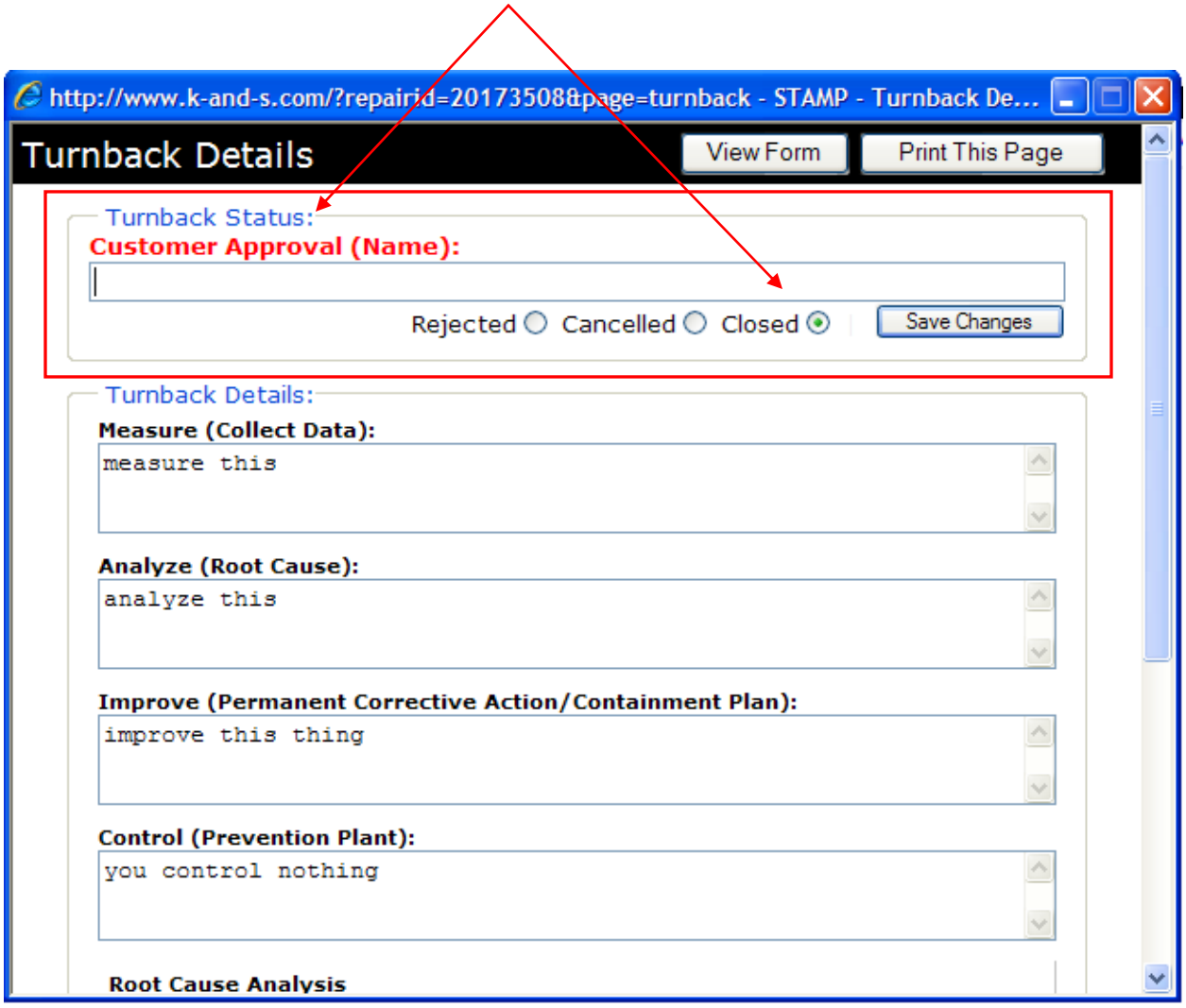
viii. The Quality department will contact Operations and Sales to resolve the rejected Turnback status.

ix. The Turnback form will returned, to the Forms(s) completed status once the Turnback is resolved.


TBPNB1115 Rejected - Message (Plain Text)
File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward
Extra line breaks in this message were removed.
From: webstamp@k-and-s.com
Sent: Mon 6/25/2007 4:07 PM
To: Jonathan Schroeder; Dan Whelpton; Mara Liburdi
Cc:
Subject: TBPNB1115 Rejected
Turnback Form No: TBPNB1115 has been Rejected and requires your attention.
Reason Rejected: customer will not approve..
You can login to the turnback administration via the web using:
http://www.k-and-s.com/turnbackAdmin
These files and other information transmitted with it are considered private; these files may contain confidential and proprietary information, and are solely for the use of the intended recipient. If you are not the intended recipient, you may not disclose, distribute, copy, print or otherwise use the information in this transmission.
Please destroy the e-mail immediately and notify the sender by telephone or e-mail.

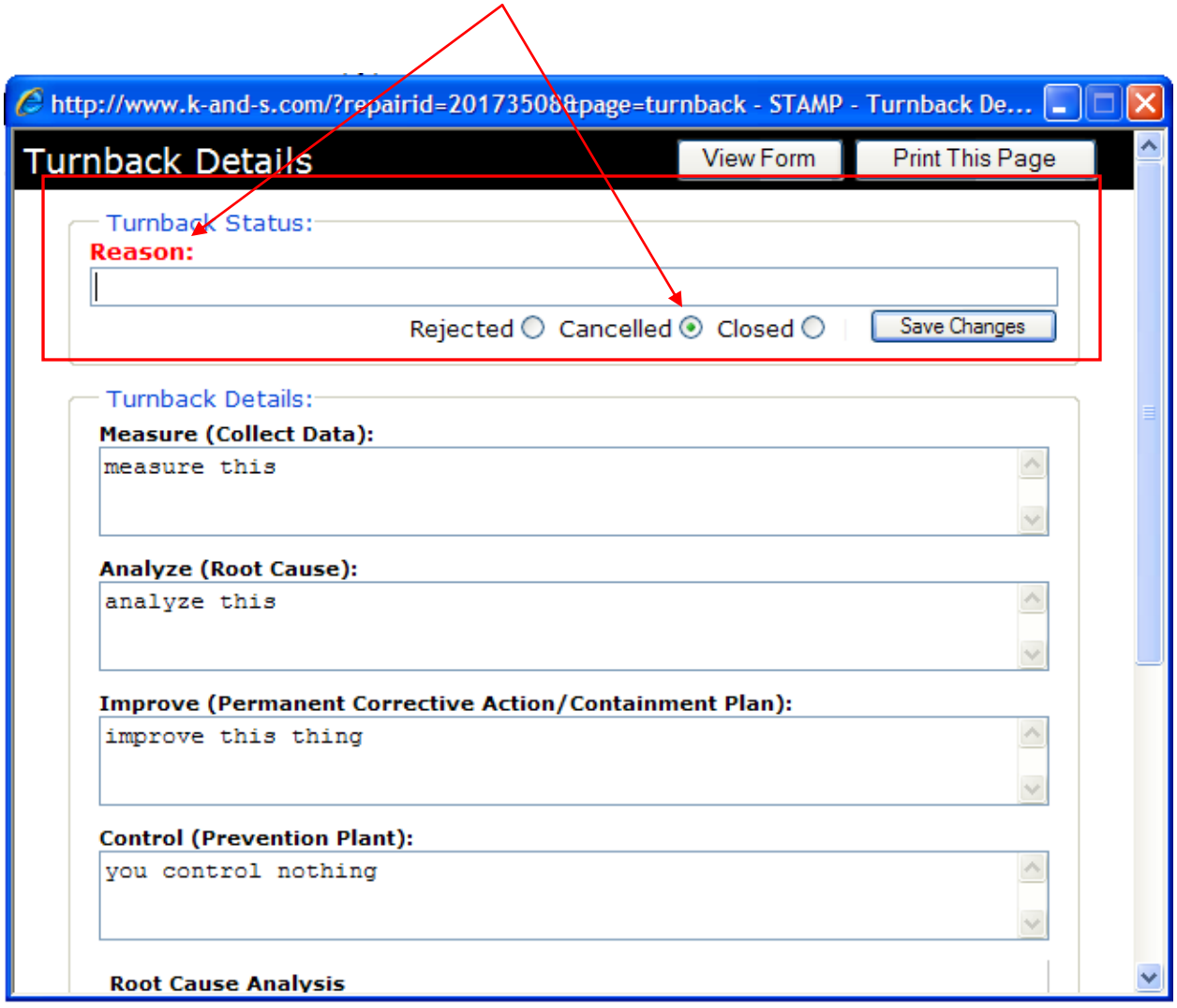
vii. If the customer accepts the Turnback form, choose the 'Closed' button, enter in the Customer's Name who approved the Turnback form under Customer Approval (Name) and click **Save Changes** and the Turnback is now closed.

Once the Turnback is closed the form is saved and may not be changed in the future.



viii. If the customer notifies K+S that the machine failure was not due to K+S's repair or for other valid reasons, you may at any time cancel the Turnback form. Click **Cancelled**, enter in Reason for cancelling the Turnback, and click **Save Changes**.

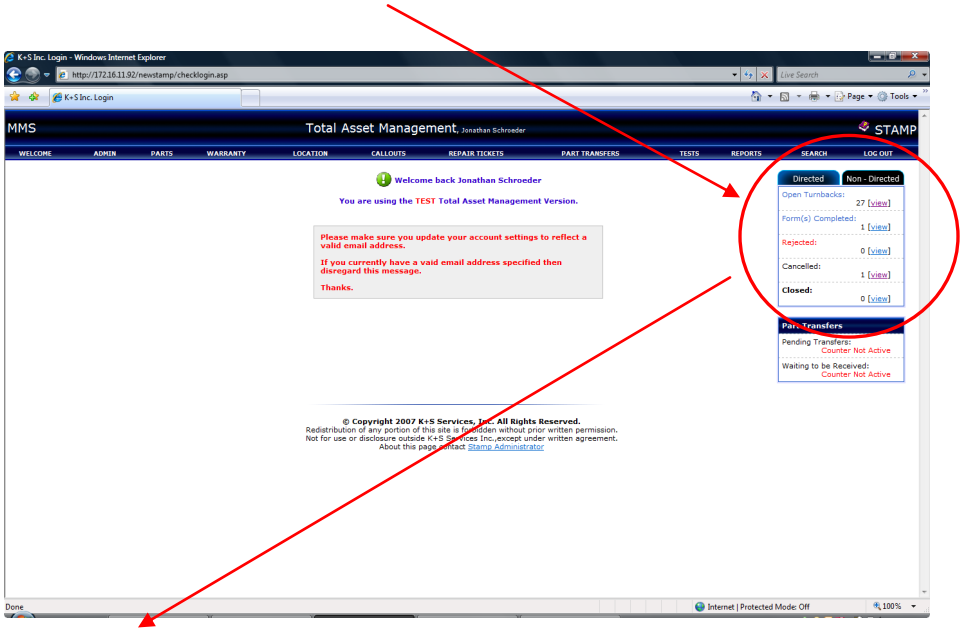
Once the Turnback is cancelled the form is saved and may not be changed in the future.

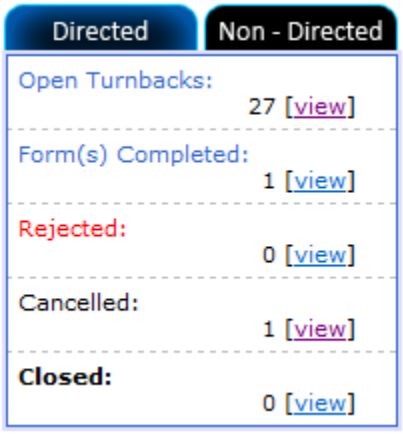


Note: Turnbacks should be treated as an emergency and the goal for form completion/Turnback closure is 24 hours from the time Operation's **receives** the failed unit. Depending on the case, Turnback creation date, shipping time, evaluation time, and customer review, K+S may exceed the 24-hour goal.

i. Go to the Initial login screen.

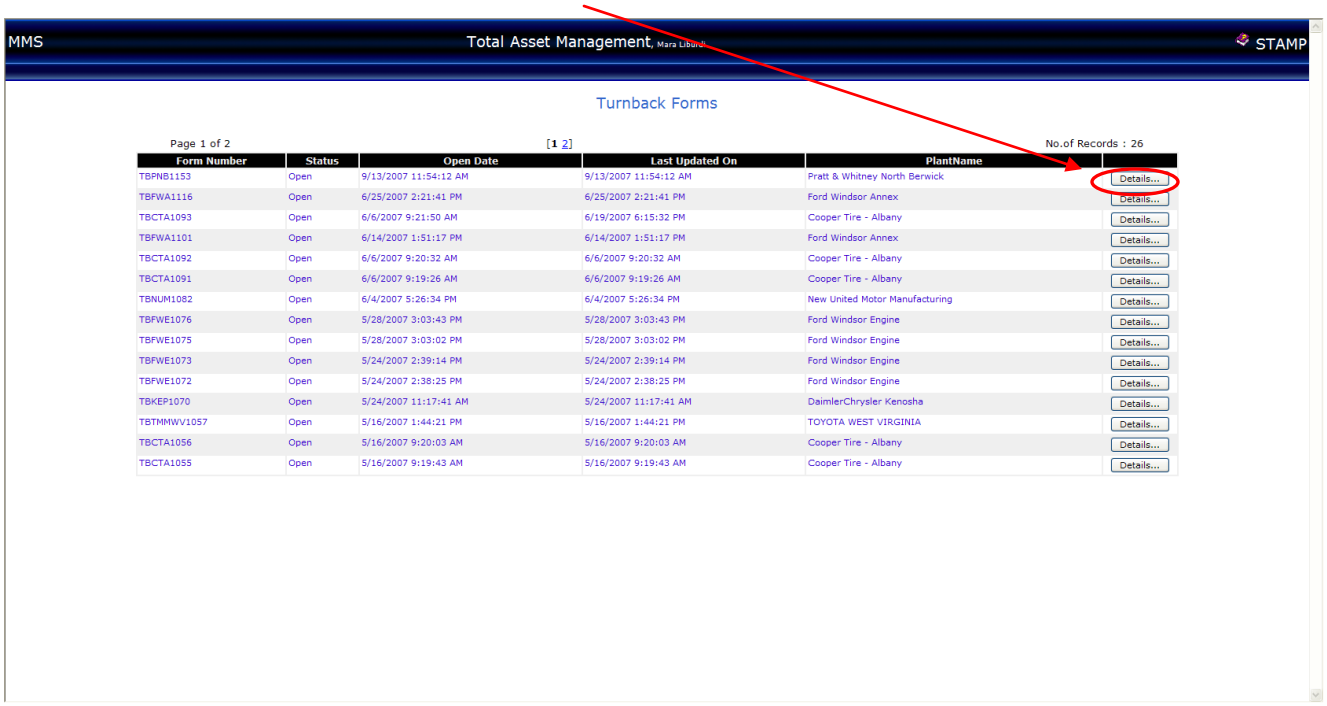
ii. Click on the Directed tab.



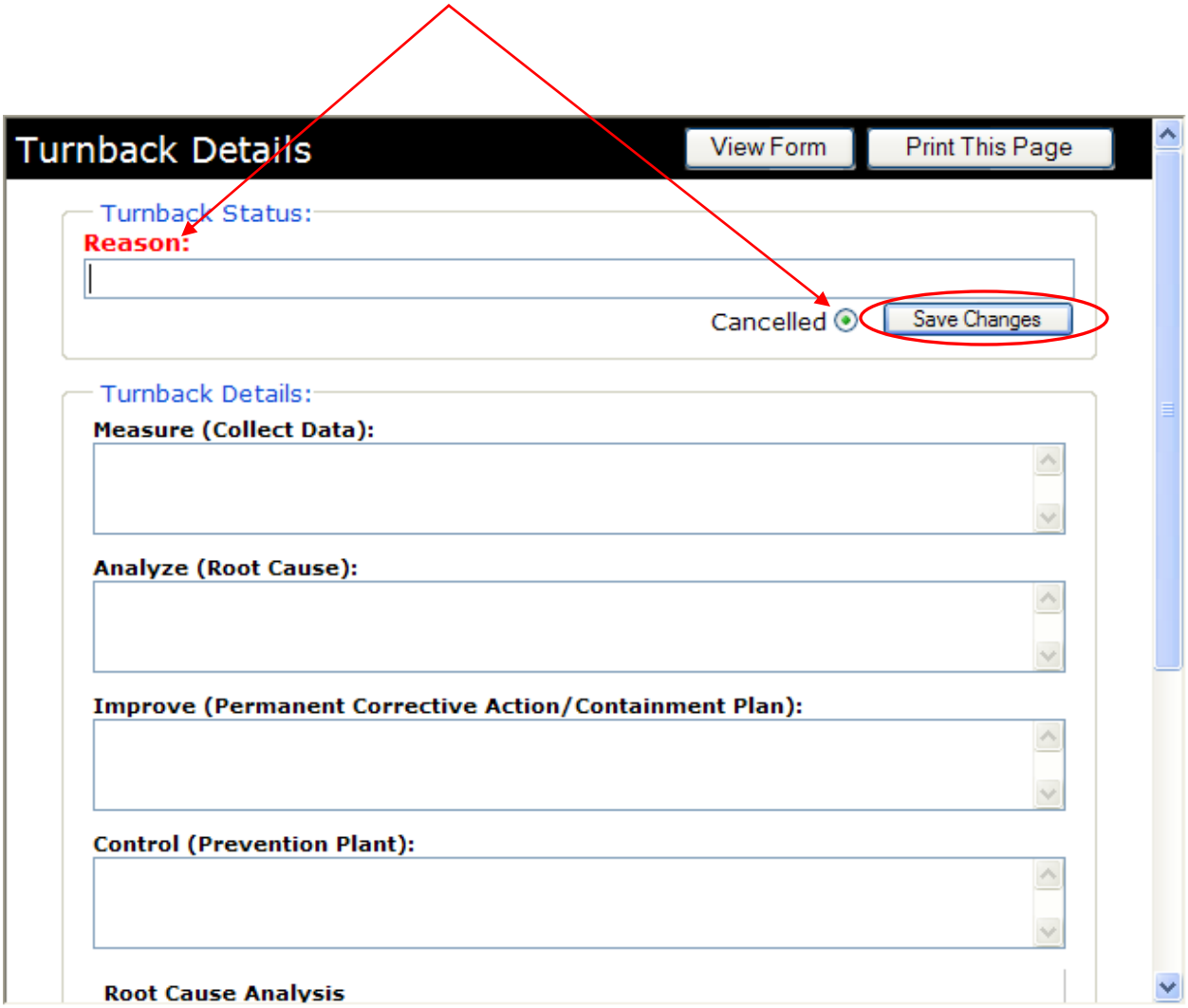


A list of all Directed Turnbacks will be displayed.

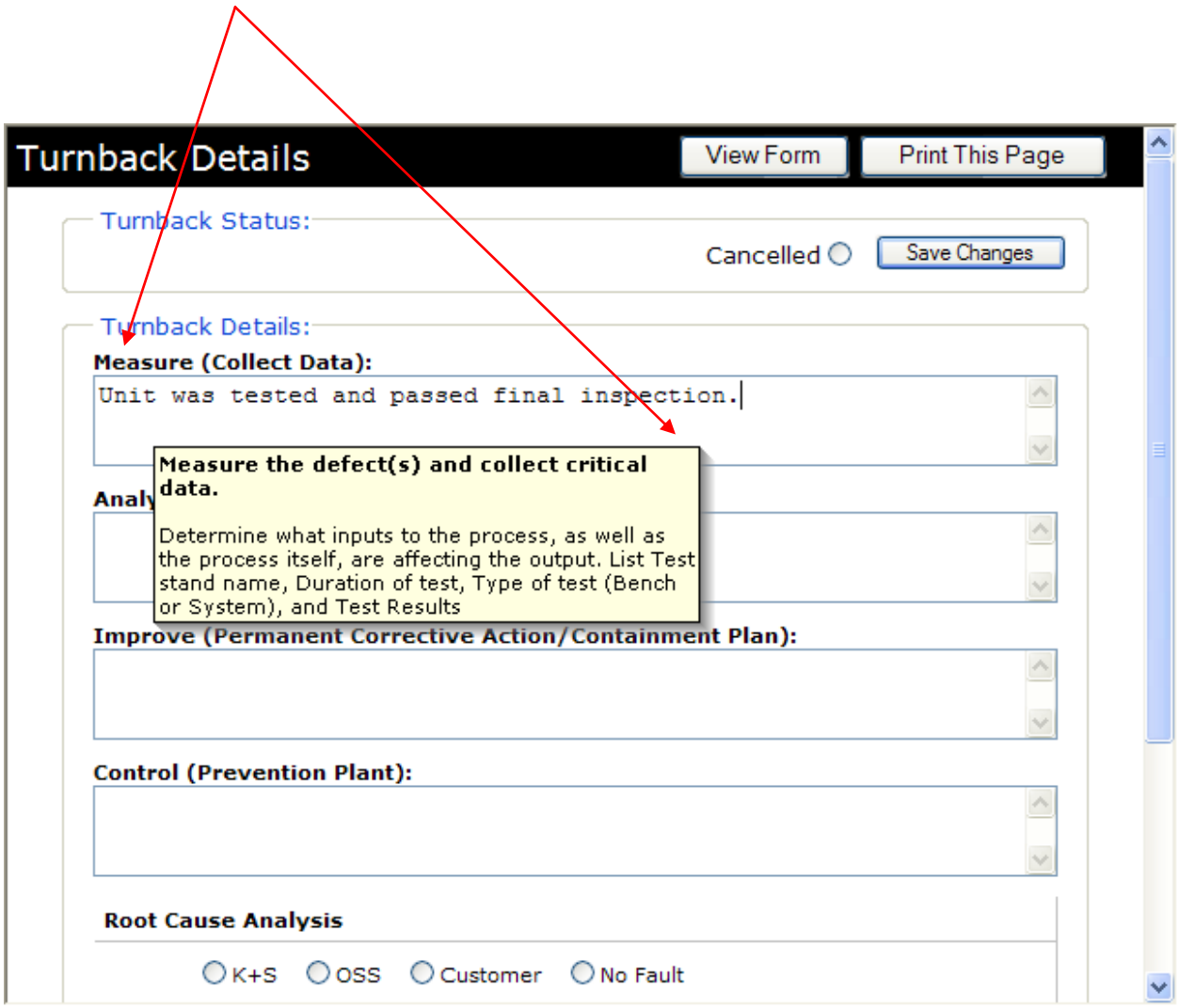
iii. Choose the Turnback you would like to **Close** or **Cancel** by clicking the details button.


MMS
Total Asset Management, Mara Libardi
STAMP
Turnback Forms
Page 1 of 2
[1 2]
No.of Records : 26
Form Number
Status
Open Date
Last Updated On
PlantName
TBPNB1153 Open 9/13/2007 11:54:12 AM 9/13/2007 11:54:12 AM Pratt & Whitney North Berwick Details...
TBFWA1116 Open 6/25/2007 2:21:41 PM 6/25/2007 2:21:41 PM Ford Windsor Annex Details...
TBCTA1093 Open 6/6/2007 9:21:50 AM 6/19/2007 6:15:32 PM Cooper Tire - Albany Details...
TBFWA1101 Open 6/14/2007 1:51:17 PM 6/14/2007 1:51:17 PM Ford Windsor Annex Details...
TBCTA1092 Open 6/6/2007 9:20:32 AM 6/6/2007 9:20:32 AM Cooper Tire - Albany Details...
TBCTA1091 Open 6/6/2007 9:19:26 AM 6/6/2007 9:19:26 AM Cooper Tire - Albany Details...
TBNUM1082 Open 6/4/2007 5:26:34 PM 6/4/2007 5:26:34 PM New United Motor Manufacturing Details...
TBFWE1076 Open 5/28/2007 3:03:43 PM 5/28/2007 3:03:43 PM Ford Windsor Engine Details...
TBFWE1075 Open 5/28/2007 3:03:02 PM 5/28/2007 3:03:02 PM Ford Windsor Engine Details...
TBFWE1073 Open 5/24/2007 2:39:14 PM 5/24/2007 2:39:14 PM Ford Windsor Engine Details...
TBFWE1072 Open 5/24/2007 2:38:25 PM 5/24/2007 2:38:25 PM Ford Windsor Engine Details...
TBKEP1070 Open 5/24/2007 11:17:41 AM 5/24/2007 11:17:41 AM DaimlerChrysler Kenosha Details...
TBTMMWV1057 Open 5/16/2007 1:44:21 PM 5/16/2007 1:44:21 PM TOYOTA WEST VIRGINIA Details...
TBCTA1056 Open 5/16/2007 9:20:03 AM 5/16/2007 9:20:03 AM Cooper Tire - Albany Details...
TBCTA1055 Open 5/16/2007 9:19:43 AM 5/16/2007 9:19:43 AM Cooper Tire - Albany Details...

iv. If you choose to **Cancel** the Turnback, click **Cancelled** and enter in the reason for cancelling the Turnback and hit, 'Save Changes'.



v. Fill out the Measure, Analyze, Improve, and Control box with the information provided from the Customer Directed vendor. Please Note: The vendor may provide limited information. You can only fill out the form with as much information the vendor supplies you with. Also, if you place your mouse over the boxes, an information box will come up to assist you, describing what information is required in that particular box.


Turnback Details
View Form
Print This Page
Turnback Status:
Cancelled
Save Changes
Turnback Details:
Measure (Collect Data):
Unit was tested and passed final inspection.
Measure the defect(s) and collect critical data.
Determine what inputs to the process, as well as the process itself, are affecting the output. List Test stand name, Duration of test, Type of test (Bench or System), and Test Results
Improve (Permanent Corrective Action/Containment Plan):
Control (Prevention Plant):
Root Cause Analysis
K+S
OSS
Customer
No Fault

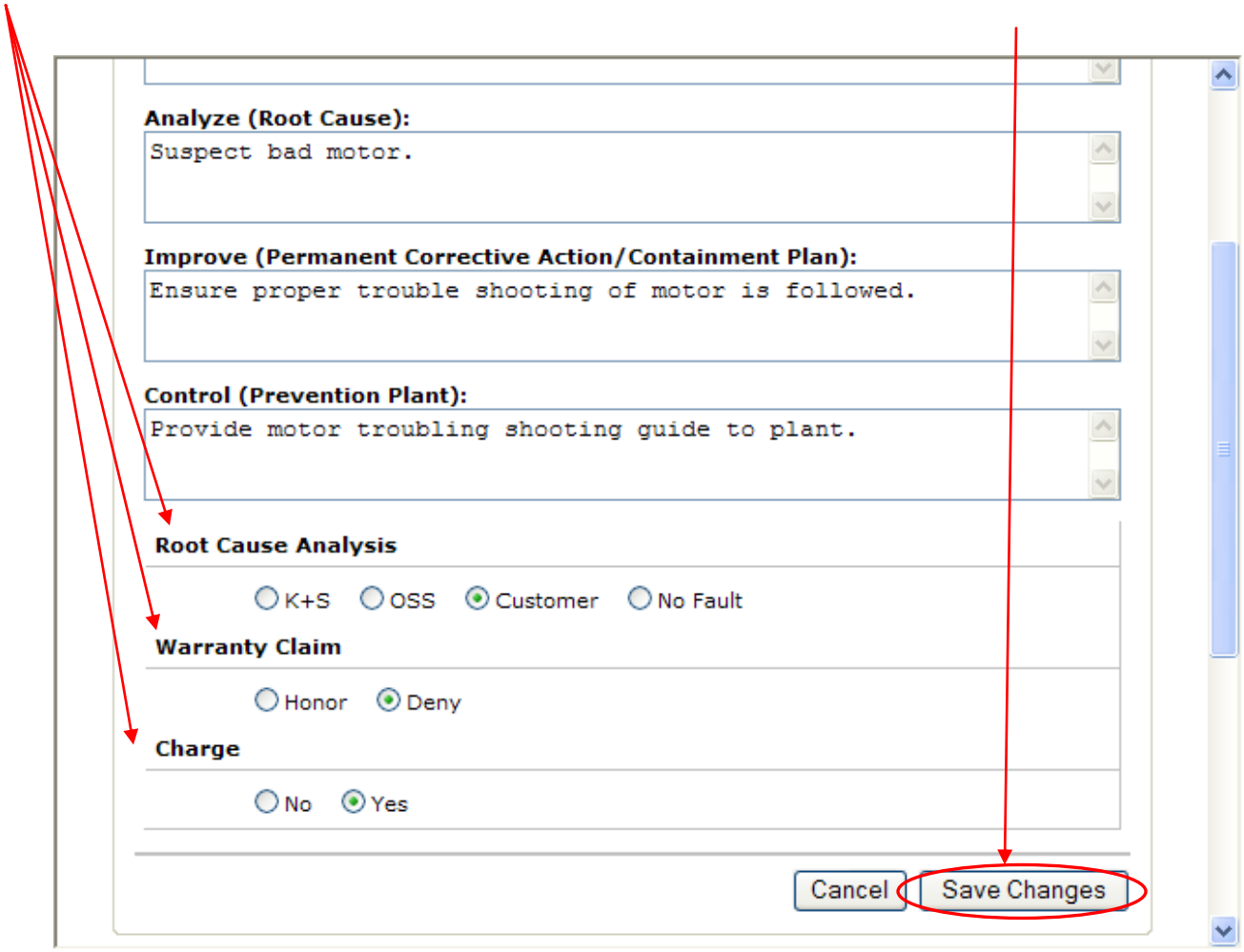
vi. Under the Root Cause Section, click which option applies, **K+S, OSS, Customer,** or **No Fault**.

vii. Under the Warranty Claim section, click **Honor** or **Deny**.

viii. Under the Change section, click **No** or **Yes**.

ix. Click **Save Changes**.

The Directed Turnback is now closed and may be viewed, printed, or saved.



I. Commodity List

Commodity		
AC Motors	General Pneumatic	Rotors
AC Servo Motors	I/O Cards	Scales
Actuator Hydraulic	Indicators	Scanners
Arc Welders	Instruments	Scopes
Armatures	Inverters	Screen Packs
Audio Amps	Mechanical, General	Service Call
Ball Screws	Memory PCB	Servo Amps
Bar Code Printers	Metal Detectors	Servo Drives
Battery Chargers	Meters	Simulation
Blowers	Miscellaneous Cables	Sonic Welders
Board & Cards, Electronic	Miscellaneous Filters	Spindles
CNC Controls	Monitors	Stators
CNC Power Supplies	Motor, Electric	Stud Welders
Communication Boards	Motor, Hydraulic	Tape Readers
Computers	Motor, Servo	Tachometers
Communication Equipment	Nut Runners	Teach Pendants
Controller, Electronic	Phones	Temp. Control
Cranes	PLC	Terminals
Cylinder, Hydraulic	PLC Tape Loaders	Test Equipment
Cylinder, Pneumatic	PLC Terminals	Timers
DC Motors	Pneumatic Tools	Tooling
DC Servo Motors	Power Supplies	Torque Guns
Decoders	Printers	Transducers
Detectors	Processors	Valve, General
Drills, Electric	Pump, General	Valve, Pneumatic
Drives, Electronic	Pump, Hydraulic	Valve, Hydraulic Servo
Electronic Hand Tools	Pump, Vacuum	Valve, Servo
Electronic, General	Resistance Weld Controls	Weld Guns
Encoders	Resolvers	Weld Controls
Forklifts	Robot Drives	Weld Monitors
Gear Boxes	Robotics	Welders
General Hydraulic	Robots	